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ABSTRACT

Designed for use by California state departments, this guide is a standardized approach to developing a master plan to ensure that persons with disabilities who are candidates or applicants for employment, employees, or recipients of state services are provided equal opportunities and fair treatment. It outlines a six-step process to evaluate a department's compliance status with state and federal laws on nondiscrimination. In addition, it establishes a plan to facilitate any needed changes to policies, practices, or the architectural access of facilities. Section 1 introduces the guide, rationale, and program access planning process. Sections 2 through 7 provide six steps in the development of a master plan: (1) to develop a program access management work plan, (2) to develop an employment policies and practices evaluation work plan, (3) to develop service policies and practices evaluation work plan, (4) to develop an architectural access evaluation work plan, (5) to summarize program access compliance status, and (6) to develop a program access master plan. Twelve sample forms are provided for developing work plans, performing evaluations, summarizing the department's status, summarizing levels and qualities of access, and establishing a comprehensive plan. (YLB)

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Program Access Master Planning Guide

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Section I
Program Access Master Planning Guide

SECTION I

PROGRAM ACCESS MASTER PLANNING GUIDE

A. INTRODUCTION

Program Access Master Planning Guide

This guide was designed for use by California State departments. It is a standardized approach to develop a master plan that will ensure persons with disabilities who are candidates or applicants for employment, employees or recipients of state services are provided equal opportunity and fair treatment. The guide outlines a six step process to evaluate a department's compliance status with state and federal laws on non-discrimination, and establishes a plan to effect any needed changes to policies, practices or the architectural access of facilities.

B. LEGISLATIVE MANDATES

Several federal and state laws require evaluating the accessibility of state department programs, planning for, and making any needed adjustments that will ensure non-discrimination. The most significant legislation is as follows:

1. Federal Rehabilitation Act of 1973, Title V, Section 504 (PL 93-112 (1973) as amended by PL 93-516 (1974) and PL 95-602 (1978)).

   Section 504 prohibits discrimination against qualified disabled persons in employment and in the operation of programs and activities that receive federal financial assistance.

2. Federal Department Regulations and Guidelines on Implementation of Section 504.

   The following departments have established regulations, guidelines or policies on effecting implementation and compliance with Section 504.

*ACTION	44 FR 31018 (1979)
*Agency for International Development	45 FR 64926 (1980)
Civil Aeronautics Board	44 FR 32401 (1979)
*Community Services Administration	46 FR 5620 (1981)
Department of Agriculture	44 FR 4620 (1979)
Department of Commerce	43 FR 53766 (1978)
Department of Defense	44 FR 53750 (1979)
*Department of Education	42 FR 22676 (1977)
*Department of Energy	45 FR 40514 (1980)
*Department of Health and Human Services	42 FR 22676 (1977)
Department of Housing and Urban Development	43 FR 16552 (1978)
Department of Interior	45 FR 24074 (1980)
*Department of Justice	45 FR 37620 (1980)
*Department of Labor	45 FR 66706 (1980)
*Department of State	45 FR 69437 (1980)
*Department of Transportation	44 FR 31442 (1979)
*Department of Treasury (Revenue Sharing)	46 FR 77356 (1980)
Environmental Protection Agency	46 FR 14343 (1981)
Equal Employment Opportunity Commission	44 FR 68482 (1979)
Federal Home Loan Bank Board	43 FR 16190 (1978)
General Services Administration	44 FR 62298 (1979)
Interstate Commerce Commission	43 FR 25152 (1979)
*Legal Services Corporation	44 FR 55175 (1979)
*National Aeronautics and Space Administration	44 FR 52680 (1979)
*National Endowment for the Arts	44 FR 22731 (1979)
*National Endowment for the Humanities	44 FR 22730 (1979)
*National Science Foundation	43 FR 16518 (1978)
*Nuclear Regulatory Commission	45 FR 14533 (1980)
*Office of Personnel Management	45 FR 22676 (1977)
*Small Business Administration	44 FR 20068 (1979)
*Tennessee Valley Authority	45 FR 22893 (1980)
*Veteran's Administration	45 FR 63264 (1980)
Water Resources Council (dissolved 9/30/81)	43 FR 54262 (1978)

*Indicates federal departments having regulations established as of August 1981. An approximate total of 167 federal departments may establish such regulations.

Section I
Program Access Master Planning Guide, continued

3. Federal Rehabilitation Act of 1973, Title V, Section 503

   Section 503 requires contractors and subcontractors with the federal government having contracts of $2,500 or more to take affirmative action to employ and advance in employment qualified disabled persons.

4. Federal Rehabilitation Act of 1973, Title V, Section 502

   Section 502 established the Architectural and Transportation Barriers Compliance Board (ATBCB) to oversee enforcement of the Architectural Barriers Act of 1968 and accessibility standards for federally owned, occupied or leased buildings or facilities.

5. State Government Code Sections 19230-19237, Article 9, State Personnel Board

   Sections 19230 through 19237 require the State of California to take affirmative action to employ qualified disabled persons. Specifically, these regulations define "disabled person", designate coordinating, monitoring and reporting of affirmative action responsibilities for persons with disabilities to the State Personnel Board, and identify affirmative action activities required by each state agency.

6. State Government Code, Sections 11135-11139.5, Article 9.5, Health and Welfare

   Sections 11135 through 11139.5 require contractors with the State of California (whose contracts amount to $100,000 or more) to practice non-discrimination and to provide affirmative action for the employment of qualified persons with disabilities.

7. State Government Code Sections 4450-4458, Chapter 7, Department of General Services, Office of State Architect

   Sections 4450 through 4458 require that sidewalks, curbs, and facilities constructed with the use of state, county or municipal funds be accessible to persons with disabilities. Specifically, these regulations define applicable facilities, minimum standards, enforcement responsibility, approval procedures, technical assistance provisions, requirements for braille symbols and marked numerals on elevators and doors, compliance requirements of older facilities that are altered or remodeled, exemption criteria for portable buildings leased or owned by a school district, and who may bring actions concerning violations.

8. State Government Code, Title 24, Part 2, State Building Standards Code, 1981 Supplement.

   This part details specifications for the design, construction and accessibility of publicly funded buildings. This and other parts of Title 24 are being revised to incorporate the recently adopted regulations on architectural accessibility.

9. State Government Code, Health and Safety Sections 19955-19959, Chapter 4, Division 13, Part 5.5

   Sections 19955 through 19959 require that all accommodations or facilities constructed with private funds for use by the general public be accessible to persons with disabilities. These sections apply to hospitals, sanitary facilities, service stations, shopping centers, office buildings, curbs and sidewalks.

   (For more information on the coverage and application of these and other laws and state policies refer to the Statewide Guidelines on Program Accessibility for Persons with Disabilities available from the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916) 323-6975, (Voice or TDD).

C. GUIDE USE

Each section of the guide is a major step in the development of a master plan. All sections have forms that identify essential information. Instructions on where to collect the needed information and how to complete the forms is included. Additionally, while each section is part of a coordinated whole, there are a variety of methods - individual, group and committee - that may be used to complete any one section. Through completion of each form necessary decision making is facilitated and a plan to bring the department into compliance status is developed.

These forms are designed to be used as shown or may be modified to include the specific compliance needs of a given entity.

1. Use

   The guide includes sample forms for:

   a. Developing individualized work plans on evaluating employment policies and practices, service policies and practices, and architectural accessibility of facilities;

   b. Performing the evaluations on policies and practices and architectural accessibility of facilities;

   c. Summarizing the department's status within each area, employment administration, provision of services, and accessibility of facilities;

   d. Summarizing the level and quality of access within each major department program element; and

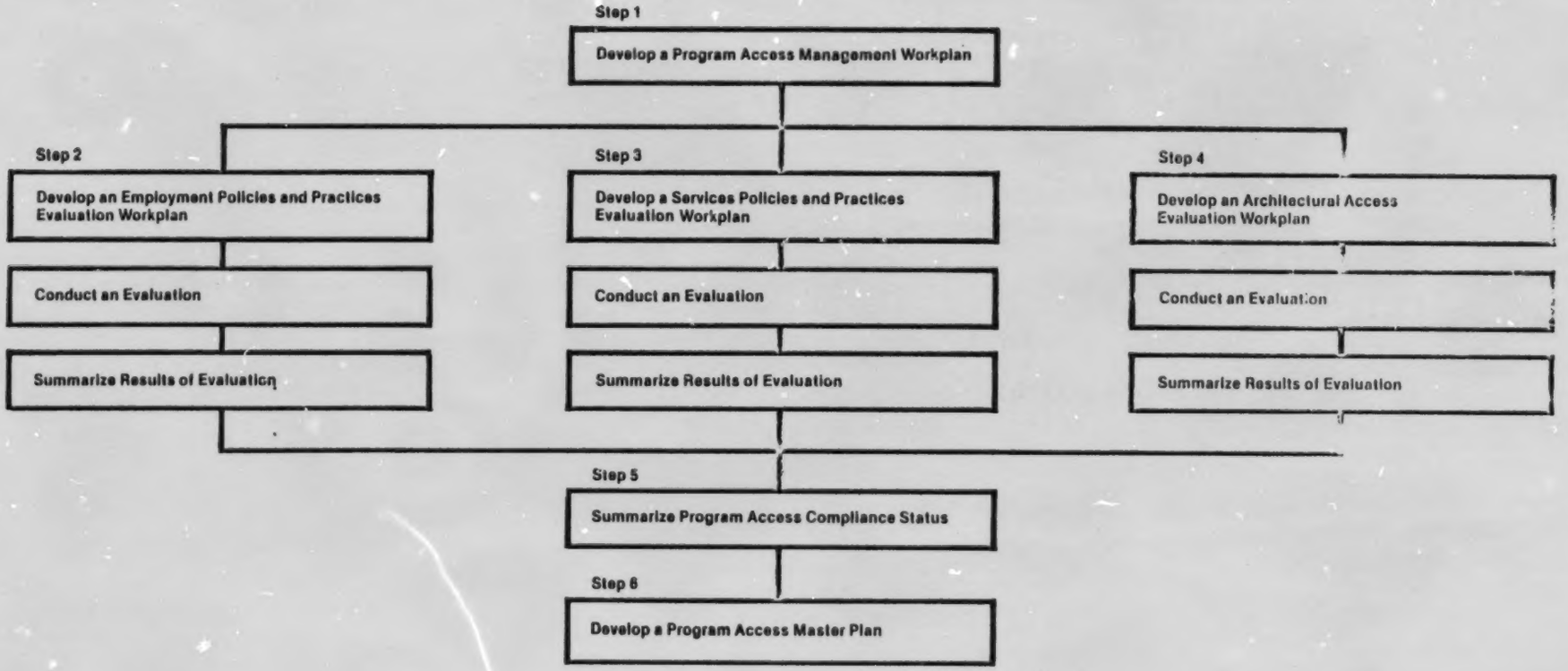
   e. Establishing a comprehensive plan to bring the department into compliance status.

D. PROGRAM ACCESS PLANNING PROCESS

The following charts represent an overview of the Program Access Master Planning Process and the major administrative actions needed to prepare a Program Access Master Plan.

Program Access Master Plan Development Process

Process Overview


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

Note: Steps 2, 3 and 4 may be performed in sequence or concurrently depending on staff resources and the structure established to perform these evaluations.

Program Access Master Plan Development Process

Step 1

Develop a Program Access Management Workplan

Identify administrative staff and staff liaison needs

Identify and collect project planning information

Establish PAAC and orient on roles and responsibilities

Identify an order of evaluations

Secure review and approval of plan

Advise/orient staff on roles and responsibilities

Step 2

Develop an Employment Policies and Practices Evaluation Workplan

Identify department program elements that administer the department personnel management system

Identify the personnel activities conducted by the department

Identify personnel documents

Identify an order of evaluation

Identify resources available to make the needed evaluation

Identify evaluation staff

Secure review and approval of plan

Finalize plan

Advise/orient evaluation staff on roles and responsibilities

Conduct an Evaluation

Compare current employment policies and practices with existing laws, rules and policies

Identify deficiencies

Identify alternative to address deficiencies

Summarize Results of Evaluation

Determine most appropriate alternatives to address any deficiencies

Determine approximate time, cost, and appropriate staff

Step 3

Develop a Services Policies and Practices Evaluation Workplan

Identify department program elements that administer services to recipients

Identify the specific service activites conducted by the department

Identify service documents

Identify an order of evaluation

Identify resources available to make the needed evaluation

Identify evaluation staff

Secure review and approval of plan

Finalize plan

Advise/orient evaluation staff on roles and responsibilities

Conduct an Evaluation

Compare current service policies and practices with existing laws, rules and policies

Identify deficiencies

Identify alternatives to address any deficiencies

Summarize Results of Evaluation

Determine most appropriate alternative to address any deficiencies

Determine approximate time, cost, and appropriate staff

Step 4

Develop an Architectural Access Evaluation Workplan

Identify department facilities that are to be assessed

Identify the department's facility-leasing activities and responsibilities

Identify an order of evaluation

Identify resources available to make needed evaluations

Identify evaluation staff

Secure review and approval of plan

Finalize plan

Advise/orient evaluation staff on roles and responsibilities

Conduct an Evaluation

Compare current architectural accessibility of facilities to laws, rules and policies

Identify deficiencies

Identify alternatives to address deficiencies

Summarize Results of Evaluation

Determine most appropriate alternatives to address any deficiencies

Determine approximate time, cost, and appropriate staff needed to achieve individual modifications

Determine essential and necessary actions

Step 5

Summarize Program Access Compliance Status

Identify by role staff who performed Steps 1-4

Identify by role staff who are performing steps

By program element, summarize information from Forms 4, 7 and 10

Identify alternatives to bring the department into and achieve full compliance status

Identify order and priority for bringing the department into full compliance

Identify time, costs and probable staff needed to ensure individualized program elements become accessible

Identify any needed funding sources and the processes for requesting funding

Identify by role staff who will work on Program Access Master Plan

Secure review and approval of findings

Finalize summary

Advise/orient program access evaluation staff on roles and responsibilities

Step 6

Develop a Program Access Master Plan

Design format of Program Access Master Plan

Prepare Program Access Master Plan

Design a system to monitor compliance activities and to introduce any needed modification

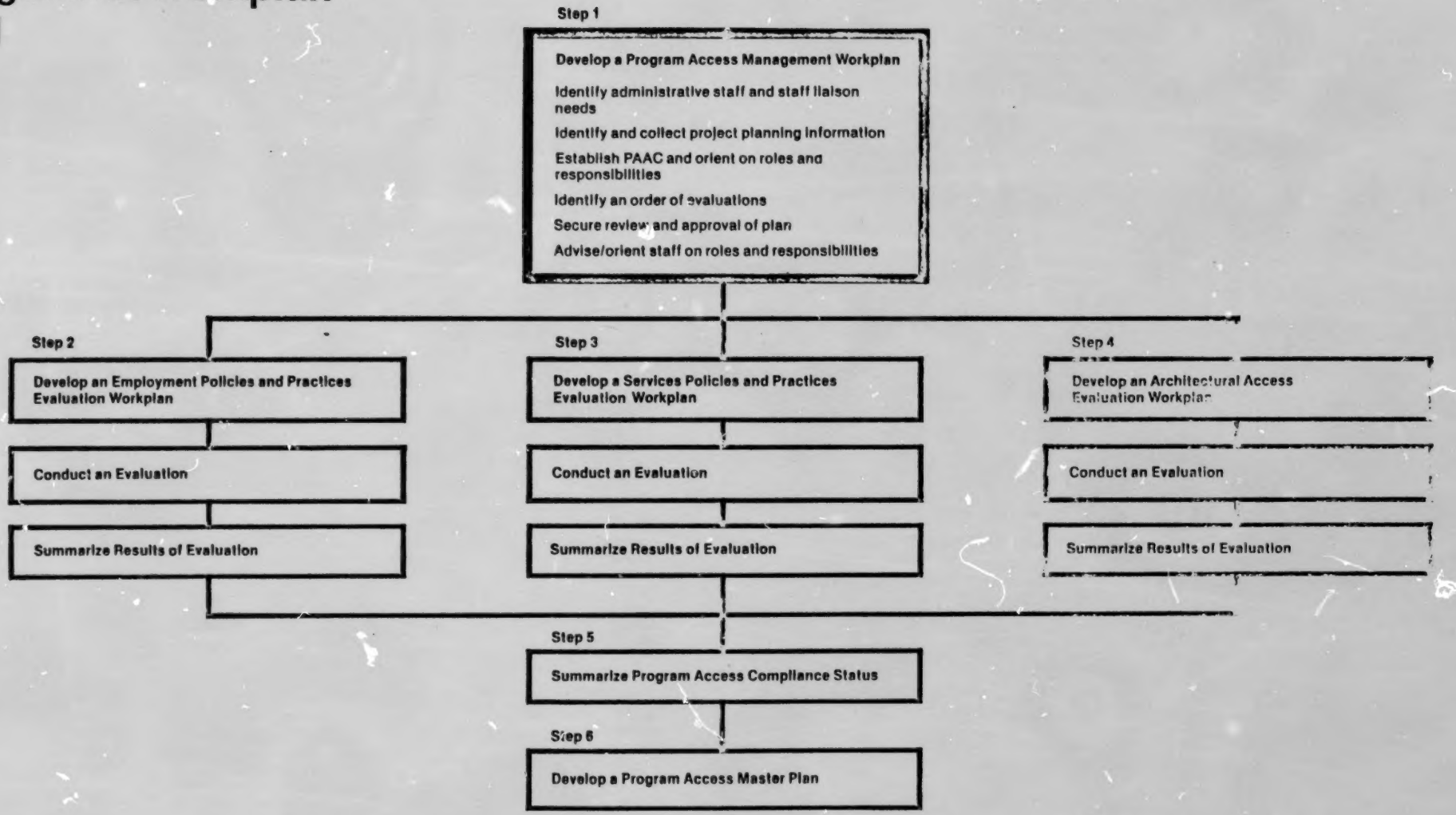
Secure review and approval of plan

Finalize plan

Have adequate copies available for public review

Section II
Program Access Management Workplan

Developing a Program Access Management Workplan Step 1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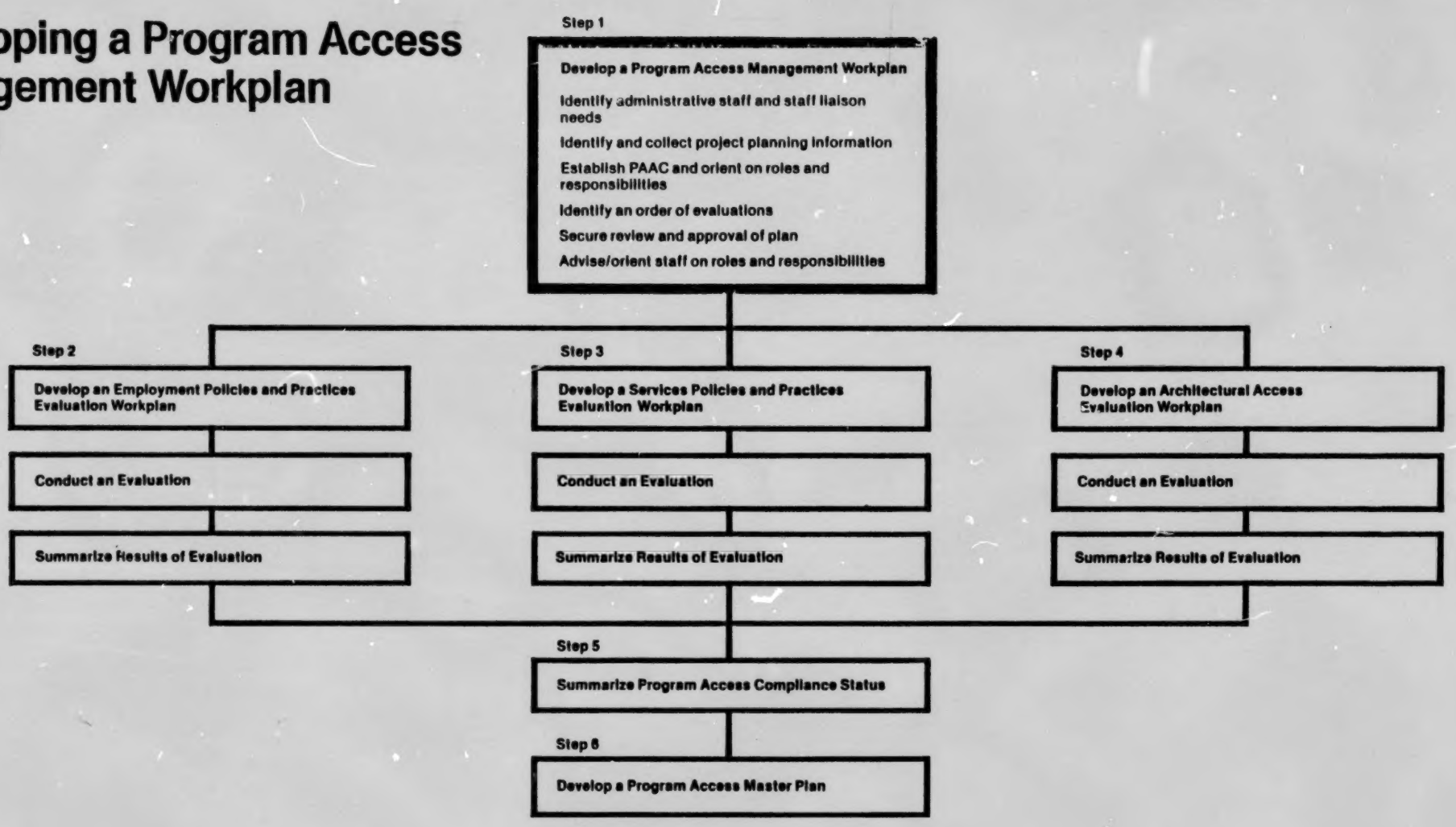
PROGRAM ACCESS MANAGEMENT WORKPLAN

FORM 1

Developing a Program Access Management Workplan Step 1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Develop a Program Access Master Plan

PROGRAM ACCESS MANAGEMENT WORKPLAN

FORM 1

INSTRUCTIONS

This form is designed to assist with identification of essential staff resources and information needed to plan and prioritize an evaluation of the department's program accessibility and develop a program access master plan. The information on this form may not cover all the criteria the department may want to consider before determining its evaluation priorities. Therefore, some modification to Form 1 may be necessary in order to adapt it to the department's specific functional activities.

This form is divided into four parts:

Part A, Identification of Staff and Project Liaison Needs;

Part B, Identification of Evaluation Priorities;

Part C, Order of Evaluations;

Part D, Project Methodology and Schedule.

After completing Parts A and B, summarize within Part C the number and type of program elements and units to be assessed, the probable types of assessments to be incurred within each of these elements (i.e., employment, service, and/or facility access evaluations), the total number of facilities to be assessed, and the overall time frame for conducting the assessments. Complete Part D last. The completion of Form 1 should provide sufficient information to receive approval of a plan to evaluate the department's program accessibility.

Date: The date (month, day, year) the form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature.

Department: The name and address of the department.

Form Preparer: The name, address, and telephone number of the person preparing this form.

Department Mission: Statement of overall purpose of the department.

PART A IDENTIFICATION OF STAFF/LIAISON NEEDS: Insert names, addresses and telephone numbers of persons holding the positions listed. Use additional sheets if necessary.

1. Executive Officer/Deputy Director of Administrative Services: Knowledgeable on department mission and administrative policy making methods.

2. Administrative Services Officer: Knowledgeable on specific department policies and administrative procedural manuals; provides advice on planned/proposed use of facilities.

3. Affirmative Action Officer/Civil Rights Officer: Knowledgeable on equal opportunity and non-discrimination laws, rules, and policies, especially those affecting the department's personnel management policies and practices; provides advice on alternatives to resolve discrepancies in provision of equal employment opportunity and treatment of persons with disabilities.

Form 1 - Program Access Management Workplan, continued

4. Disabled Advisory Committee: Knowledgeable on the laws rules, and policies that specifically impact the equality of opportunity and treatment of persons with disabilities; may provide advice and assistance as part of a Program Access Advisory Committee and/or serve as members of the access evaluation teams.

5. Employer-Employee Relations Officer: Knowledgeable on departmental policies, laws and rules concerning employer-employee relations.

6. Equal Employment Opportunity Grievance Counselor: Knowledgeable on departmental grievance policies and procedures as well as the range of grievances received concerning persons with disabilities.

7. Forms Management Officer: Provides expertise in designing any needed specialized forms.

8. Personnel Officer: Knowledgeable on civil service laws, rules, and policies and responsibilities of department administrators and staff regarding employment policies and practices.

9. Space Management Officer/Business Services Officer: Knowledgeable on department space/facility use, State of California laws, rules, and policies on architectural standards and requirements.

10. Telephone Communications Officer: Knowledgeable on visual, voice, and/or typewritten communication systems.

11. Training Officer: Knowledgeable on training/orientation and methods to disseminate information on modified policies and practices.

12. Budget/Accounting/Fiscal Officer: Knowledgeable on department budget, budget revision and approval processes.

13. Department Program Access Coordinator: The person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

14. OSCC Technical Assistance Coordinator: Provides consultative assistance on effective utilization of the Program Access Master Planning Guide; knowledgeable on Federal and State laws, rules, policies, and procedures concerning access to employment, services, and facilities.

15. State Personnel Board Analyst(s): Knowledgeable on civil service laws, rules, and practices.

16. Department of General Services-Space Management Analyst(s): Knowledgeable on State of California Government Code Sections concerning architectural access.

17. Department of Finance Analyst(s): Knowledgeable regarding the preparation, change, and/or approval processes of the department's budget.

18. Equal Opportunity Officer/Agency Civil Rights Officer: Knowledgeable on the agency's administrative policy making methods concerning equal opportunity and treatment of persons with disabilities; knowledgeable on equal opportunity and non-discrimination laws, rules, and policies.

19-40 Organizations that: (a) are knowledgeable about the needs, issues and concerns of persons with disabilities, (b) represent the disabled within those geographic areas where the department has facilities, employs individuals and provides services (c) have persons with disabilities as members, and (d) are knowledgeable on the legal requirements and special needs of disabled persons in the areas of employment, service, and architectural access.

Form 1 - Program Access Management Workplan, continued

41. Program Access Advisory Committee: Provides advice and assistance in identifying cost effective and efficient methods and alternatives available to bring the department into full compliance status. Committee composition should include (a) representatives from geographic areas where the department has facilities, (b) persons with disabilities (hearing, visual, speech, developmental, physical), (c) ethnic and gender representation.

Committee member should include individuals who have:

(a) Knowledge of cost-effective methods for accommodating the special needs of persons with disabilities,

(b) Knowledge of state and federal laws, rules and policies pertaining to equal opportunity and non-discrimination,

(c) Knowledge of state laws, rules and policies on employment administration and provision of services,

(d) Knowledge of federal and state architectural standards and requirements, and

(e) Knowledge of and sensitivity to employment and service issues affecting disabled persons from various cultural, ethnic and economic backgrounds.

In order to make maximum use of its collective expertise, a committee should be assembled prior to the department's initiation of the compliance evaluation process.

PART B IDENTIFICATION OF EVALUATION PRIORITIES

Program Elements: Identify and define the purpose of the major, essential, and/or fundamental program components through which the Department fulfills its mission, e.g., Administration, Licensing/ Registration, Enforcement, Compliance, Planning and Coordination, etc.

Program Unit: Those subcomponents of a given program element, office, section or bureau.

Location: The addresses, room numbers, and telephone numbers of the office locations where the program elements/units are administered.

Service Delivery Location:

Department Owned: The department owns the facility.

Leased/State Owned: The facility is owned by the State of California and leased through the Department of General Services or a state department other than the department completing this form.

Leased/Public: The facility is leased from a federal, county, or city government.

Leased/Private: The facility is leased from a private individual or organization.

E Employees: Indicate the average number of persons employed annually at the facility.

R Recipients: Indicate the average number of persons, served annually at the facility.

Lease Dates: Date (day, month, year) that the lease agreement was approved, date lease expires, date notice of lease renewal will be sent to the department, and the percent of state occupancy.

RN Renewal Notice: Date department will receive lease renewal notice agreement. Insert this information in the Lease Dates column.

Date of Construction: Date (month/year) building was constructed.

Form 1 - Program Access Management Workplan, continued

Service Delivery System: Indicate appropriate delivery system.

D Direct: Services to employees, recipients and liaison entities are provided on the premises of the facility.

I Indirect: Services to employees, recipients and liaison entities are provided off the premises of the facility.

PART B TOTALS - IDENTIFICATION OF EVALUATION PRIORITIES

Information recorded on this part will help in determining the priority order of evaluations to be recorded on Part C.

Number of Program Elements: Total number of program elements through which the department administers employment and service policies and practices.

Number of Program Units: Total number of program units through which employment and service policies and practices are administered.

Number of Locations: Total number of locations where department employment and service policies and practices are administered.

Service Delivery Location:

Number of Facilities: The number of facilities according to type.

Number of Facilities with 50%+ State Occupancy*: Indicates the number of buildings having more than 50% state occupancy.

Number of Employees: Number of persons employed annually at each type of facility.

Number of Service Recipients: Number of persons served annually at each type of facility.

Total E and SR: The combined total number of persons employed and recipients served at each type of facility.

Range of Lease Dates*: Indicate the range of dates lease agreements terminate or are renewable beginning with the oldest to most recent.

Range of Construction: Indicates the range of construction dates of facilities beginning with oldest to the most recently constructed.

Service Delivery System: The number of facilities offering direct and/or indirect services.

PART C ORDER OF EVALUATIONS

The following criteria may be used to determine the priority order of evaluation using the information gathered in Parts A and B.

1. Relative importance of the respective program element to the fulfillment of the department's mission.

2. Number of employees and service recipients served within the respective program element.

*Buildings having less than 50% state occupancy and/or leased for a total period of less than two years may be excluded from modification. (Reference State Government Code Section 4451, Chapter 7, administered by the Department of General Services, Office of State Architect.) "Buildings, structures, and facilities, occupied 50% or more, which are leased, rented, contracted, sublet or hired for periods in excess of two years by any municipal, county, or state division of government, or special district shall be made accessible to and usable by the physically handicapped." Reasonable accommodation considerations for an employee may still make architectural modifications necessary.

Form 1 - Program Access Management Workplan, continued

3. Date of: facility construction; scheduled alterations; lease renewals; facility ownership and percent of state occupancy.*

4. Service delivery systems used within particular program elements.

5. Staff resources, expertise, and methodology to be used to make needed evaluations and reports.

Program Element/Unit: The program element is the major, essential, and/or fundamental program component through which the department fulfills its mission, e.g., Administration, Registration and Licensing, Enforcement, Planning and Coordination, etc. The program unit refers to subcomponents within a given program element.

Program Location: The addresses, room numbers and telephone numbers of the facilities where the program elements/units are administered.

Probable Area of Evaluation: Indicate the evaluation that may need to be conducted within that program element.

E Employment policies and practices

S Service policies and practices

F Facility access

Evaluation Priority: Determine priority order of evaluations according to the following criteria.

The current overall accessibility of the program element.

The relative importance of the respective program element to the fulfillment of the department's mission.

Dates facilities constructed; dates of scheduled alterations; dates of lease renewals; public or private ownership of facilities; overall percent of state occupancy.

Numbers of persons employed and service recipients served within the respective program element.

Service Delivery System used within the particular program elements.

The relative effect a specific modification and the expenditure for it will have on the whole of the department's program accessibility.

Code: H - High
M - Medium
L - Low

Administrator: The administrator(s) responsible for the program unit/element.

Estimated Time Frame: Date (month/year) by which the evaluation will have been conducted.

TOTAL:

Program Elements/Units: Total number of department program elements/units

Facilities: Total number of facilities

Evaluation Area: Total number of each type of evaluation, i.e., employment policies and practices, services policies and practices, facility access

*Buildings having less than 50% state occupancy and/or leased for a total period of less than two years may be excluded from modification. (Reference State Government Code Section 4451, Chapter 7, administered by the Department of General Services, Office of State Architect.) "Buildings, structures, and facilities, occupied 50% or more, which are leased, rented, contracted, sublet or hired for periods in excess of two years by any municipal, county, or state division of government, or special district shall be made accessible to and usable by the physically handicapped." Reasonable accommodation considerations for an employee may still make architectural modifications necessary.

Form 1 - Program Access Management Workplan, continued

Priorities: Total number and percent of evaluation priorities.

Staff: Total number of administrative staff is to be responsible for assisting completion of this plan.

Time Frame: Overall proposed time frame to complete this plan.

PART D PROJECT METHODOLOGY AND SCHEDULE

Part D, Project Methodology and Schedule, allows identification of who will perform the major tasks and within what time frame. Use the information collected on Part A, Identification of Staff and Project Liaison Needs, Part B, Identification of Evaluation Priorities, and Part C, Order of Evaluations. It will assist in determining what methodology and within what time frame the program access plan can be developed. In addition, staff resources and department management style may influence how this project is conducted. The following represents a variety of methods that may be used.

1. Program Access Coordinator performs all tasks, seeks advice of a Program Access Advisory Committee on how to conduct evaluations and on what types of modifications will achieve accessibility, receives final approval of major actions and master plan from executive officer and/or staff and receives approval on project items from appropriate state departments.*

2. Program Access Coordinator directs activities of a staff who perform all tasks, receives advice from a Program Access Advisory Committee on effective and cost-efficient modifications to program access, and receives approval on major actions and the master plan from the executive officer and/or staff and those state departments having related approval responsibilities.*

3. Program Access Coordinator receives approval on major actions and the master plan from the executive officer and/or staff, receives approval on specific project items from appropriate state departments,* directs the activities of a Program Access Advisory Committee who performs the evaluation tasks and offers advice on cost-effective, efficient modifications to achieve program access.

4. Program Access Coordinator a) directs activities of a group of department persons who represent department management and who perform the major tasks of the project, receives the advice of a Program Access Advisory Committee that is composed of department and/or non-state employed persons, and b) receives approval on major actions and the master plan from the executive officer and/or staff and c) receives approval on project items from the appropriate state departments.*

*Examples are State Personnel Board on contracted personnel activities; Fair Employment and Housing Commission; Department of Industrial Relations; Health and Welfare Agency on Government Code Sections 11135-11139.5; Department of Personnel Administration; Department of General Services - Space Management on any architectural alterations to facilities; lease changes, or reallocation of space; Department of General Services - Office of State Architect, on questions relating to architectural access regulations; Office of Statewide Compliance Coordination on preparation and completion of a Program Access Master Plan.

Form 1 - Program Access Management Workplan, continued

REFERENCES

The following resources may provide assistance in completing this form.

Source	Information
Governor's Budget Legislative Analyst Budget Department Administrative Manual California Blue Book (1979 - Latest Edition California Roster Department Budget Department Organization Charts	Department Mission Major Program Elements
State Administrative Manual Department Budget	Leasing Arrangements of Facilities

TECHNICAL ASSISTANCE

Department Administrative Office

Department Budget Office

Department Business Services Office

Department Program Access Advisory Committee (PAAC)

Office of Statewide Compliance Coordination
915 Capitol Mall, Room 235
Sacramento, CA 95814
(916) 323-6975 (Voice or TDD)

Department of General Services
Space Management Division
Office of State Architect
Handicapped Compliance Unit

Department of Finance

FORM 1 - Program Access Management Workplan - Completed Excerpt

Part B. Identification of Evaluation Priorities

Program Element (Title & Definition)	Program Unit	Location	Service Delivery Location: Dept. Owned E	Dept. Owned R	Leased State Owned E	Leased State Owned R	Leased Public E	Leased Public R	Leased/Private E	Leased/Private R	Lease Dates	Date of Construction	Service Delivery System: D	Service Delivery System: I
Administration Activities relating to overall planning, organizing, monitoring and effecting essential personnel, fiscal, and department administrative responsibilities	Personnel Office Fiscal Office Executive Offices	No. 1 Headquarters 718 7th Street Sacramento, Ca. 95815 (916) XXX-XXXX voice or TDD Room 210 211 (a, b, c) 212, 213, 214							50 10% State occupancy	200	4/78-3/88 9/82 RN	10-51	D 10%	I 90%
Licensing & Enforement Activities relating to 1) the investigation and licensing of qualified applicants and 2) the investigation of complaints and enforcement of state laws and rules on..	Application and registration Licensing-Document issuance Enforcement	Field Offices No. 2 Sacramento District office 400 Summer Court, St. 110 Sacramento, Ca. (916) XXX-XXXX			10	14					2/70-1/84 7/83 RN	7-34	D 70%	I 30%
		No. 3 Monterey District Office 745 Lexington Monterey, Ca 93950 (408) XXX-XXXX					5 2.9% State occupancy	300			5/77-4/87 11/88 RN	10/69	D 60%	I 40%

FORM 1 - Program Access Management Workplan - Completed Excerpt

PART B - TOTALS - Indetification of Evaluation Priorities

Total Number of		Service Delivery Location								Service Delivery System	
Program Elements	Program Units	Location:	Number of Facilities	No facilities with 50%+state occupancy	Number of Employees	Number of Service Recipients	Total	Range of Lease Dates	Range of Construction Dates	D	I
7	135	110	Dept. owned 5		600	1,200	1,800	8-49-12/81	1951 1975	5	5
			Leased/State owned 2		300	200	500	4/78 12/88	1945 1981	2	2
			Leased/Public 83	10	830	200,000	200,830	1/51 1/90	196 1979	83	
			Leased/Private 10	2	100	6,000	6,100	1/65 1/85	1939 1981	10	
			Totals 110	12	1,830	207,400	209,230	1/51 1/90	1916 1981	100	7

FORM 1 - Program Access Management Workplan - Completed Excerpt

PART C - Order of Evaluation							
Program Element/Unit	Program Location	Probable Area of Evaluation			Evaluation Priority H-High M-Medium L-Low	Staff Responsible	Estimated Time Frame
		E	S	F			
Administration Personnel Office Fiscal Office Executive Office	Headquarter No 1 718 7th Street Sacramento Ca 95815 (916) xxx-xxxx Room 210 Room 211 (a, b c) Rooms 212, 213, 214	S	S	F	H	Joe Longs Division chief 718 7th street Sacramento Ca 95815 (916) xxx-xxxx	9/1-30-81
Licensing and Enforcement Sacramento	No 2. Sacramento District Office 400 Summer Ct. St. 110 Sacramento Ca 95841 (91) xxx-xxxx		S	F	H	Jim Martinez 718 7th Street Sacramento, Ca 95815 (916) xxx-xxxx	9/1 - 11/30/81
Monterey	No 3 Monterey District Office 745 Lexington Dr. Monterey Ca 93950 (408) xxx-xxxx		S	F	M	P. O. Hendrics 745 Lexington Dr Monterey Ca. 93950 (408) xxx-xxxx	9/1-11/30/81
Totals 7/133	110	3	20	110	H 59-54% M 31-28% L 20-18%	10	9/81-2/82

FORM 1 - Program Access Management Workplan - Completed Excerpt

PART D Project Methodology and Schedule

Steps	MAJOR TASKS	RESPONSIBILITY	1981-82						1982-83												1983-84					
			1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
1.	PROGRAM ACCESS MANAGEMENT WORKPLAN																									
	☐ Identify administrative staff/liaison needs	PAC	X	X																						
	☐ Identify and collect information	PAC	X	X																						
	☐ Establish PAAC and orient on role and responsibilities	PAC		X	X																					
	☐ Identify order of evaluations	PAC		X	X																					
	☐ Secure review and approval of proposed plan from	EX. STAFF			X																					
	☐ Secure approval of plan from	EX. STAFF			X																					
	☐ Advise/orient staff on probable/actual roles	PAC				X																				
2	EMPLOYMENT POLICIES AND PRACTICES																									
	Develop a Plan to Assess Employment Policies and Practices																									
	☐ Identify department program elements that administer the department personnel management system	PAC/PO/AAO/DAC					X																			
	☐ Identify the personnel activities conducted by the department	PAC/PO						X																		
	☐ Identify department personnel documents	PAC/PO/DAC						X																		
	☐ Identify resources available to make the needed evaluation	PAC/PO/AAO/DAC						X																		
	☐ Identify order of evaluation	PAC						X																		
	☐ Identify staff that will conduct evaluation	PAC																								
	☐ Secure review of proposed plan from	PAC							X																	
	☐ Secure approval of plan from	PO & EX. STAFF							X																	
	☐ Finalize plan																									
	☐ Advise/orient the evaluation staff on their roles and responsibilities	PAC/TO							X																	

KEY: PAC = PROGRAM ACCESS COORDINATOR
EX. STAFF = EXECUTIVE STAFF
PO = PERSONNEL OFFICER
BSO = BUSINESS SERVICES OFFICER
FO = FISCAL OFFICER
AAO = AFFIRMATIVE ACTION OFFICER
DAC = DISABLED ADVISORY COMMITTEE
TO = TRAINING OFFICER
PAAC = PROGRAM ACCESS ADVISORY COMMITTEE
IO = INFORMATION OFFICER

PROGRAM ACCESS MANAGEMENT WORKPLAN

FORM 1

Agency	Form Preparer	Address	Date / Telephone Number
Department Name	Address		
Department Mission			

Part A. Identification of Staff/Liaison Needs

Title	Name	Address	Telephone Number
1. Executive Officer/Deputy Director of Administrative Services			
2. Administrative Services Officer			
3. Affirmative Action Officer/Civil Rights Officer			
4. Disabled Advisory Committee (Chair)			
5. Employer-Employee Relations Officer			
6. Equal Employment Opportunity Grievance Counselor			
7. Forms Management Officer			
8. Personnel Officer			
9. Space Management Officer/Business Service Of.			
10. Telephone Communications Officer			
11. Training Officer			
12. Budget/Acctg./Fiscal Officer			
13. Dept. Program Access Coordinator			
14. OSCC Technical Assistance Coordinator	Bill Wetzel	915 Capitol Mall, Rm. 235, Sacto,CA.	(916) 323-6975
15. State Personnel Board Analyst			

Form 1 - Program Access Management Workplan

Title	Name	Address	Telephone Number
16. Dept. of General Services Space Mgt. Analysts			
17. Dept. of Finance Analyst			
18. Equal Opportunity Officer/Agency Civil Rights Officer			
19. Organizations knowledgeable about disability and accessibility to employment, government services & facilities			
20.			
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Form 1 - Program Access Management Workplan

Title	Name	Address	Telephone Number
39.			
40.			
41. Program Access Advisory Committee			
42.			
43.			
44.			
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Form 1 - Program Access Management Workplan

Title	Name	Address	Telephone Number
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81.			
82.			

Form 1 - Program Access Management Workplan - Completed Excerpt

Part B. Identification of Evaluation Priorities

Program Element (Title & Definition)	Program Unit	Location	Service Delivery Location								Lease Dates	Date of Construction	Service Delivery System	
			Dept. Owned		Leased/ State Owned		Leased/ Public		Leased/ Private					
			E	R	E	R	E	R	E	R			D	I

53

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Form 1 - Program Access Management Workplan

Date

Part B. TOTALS - Identification of Evaluation Priorities

Total Number of			Service Delivery Location					Range of Lease Dates	Range of Construction Dates	Service Delivery System	
Program Elements	Program Units	Locations	Number of Facilities	No. facilities with 50%+ state occupancy	Number of Employees	Number of Service Recipients	Total			D	I
			Dept. owned								
			Leased/State owned								
			Leased/Public								
			Leased/Private								
			Totals								

55

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Form 1 - Program Access Management Workplan

PART C Order of Evaluation

Program Element/Unit	Program Location	Probable Area of Evaluation			Evaluation Priority H = High M = Medium L = Low	Administrator	Estimated Evaluation Time Frame
		E	S	F			

Form 1 - Program Access Management Workplan

PART D Project Methodology and Schedule

Step	MAJOR TASKS	RESPONSIBILITY	1981-82						1982-83												1983-84					
			1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
1	PROGRAM ACCESS MANAGEMENT WORKPLAN																									
	Develop a Plan to Evaluate Program Access																									
	☐ Identify administrative staff/liaison needs																									
	☐ Identify and collect information																									
	☐ Establish PAAC and orient on role and responsibilities																									
	☐ Identify order of evaluations																									
	☐ Secure review and approval of proposed plan from																									
	☐ Secure approval of plan from																									
	☐ Advise/orient staff on probable/actual roles																									
2	EMPLOYMENT POLICIES AND PRACTICES																									
	Develop a Plan to Assess Employment Policies and Practices																									
	☐ Identify department program elements that administer the department personnel management system																									
	☐ Identify the personnel activities conducted by the department																									
	☐ Identify department personnel documents																									
	☐ Identify resources available to make the needed evaluation																									
	☐ Identify order of evaluation																									
	☐ Identify staff that will conduct evaluation																									
	☐ Secure review of proposed plan from																									
	☐ Secure approval of plan from																									
	☐ Finalize plan																									
	☐ Advise/orient the evaluation staff on their roles and responsibilities																									
	Coordinate an Evaluation of Employment Policies and Practices																									
	Conduct an evaluation of employment policies and practices by comparing current and existing policies and practices; identify deficiencies; recommend any needed adjustments																							60		

Form 1 - Program Access Management Workplan

PART D Project Methodology and Schedule

Step	MAJOR TASKS	RESPONSIBILITY	1981-82						1982-83												1983-84					
			1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
2	EMPLOYMENT POLICIES AND PRACTICES, continued																									
	Prepare a Summary Report on Employment Policies and Practices																									
	☐ Review and adjust recommended alternatives to address any deficiencies																									
	☐ Determine approximate time, cost, and appropriate staff needed to make the recommended modifications																									
3	SERVICE POLICIES AND PRACTICES																									
	Develop a Plan to Assess Service Policies and Practices																									
	☐ Identify department programs that administer services to recipients																									
	☐ Identify service documents																									
	☐ Identify order of evaluation																									
	☐ Identify resources available to make the needed evaluation																									
	☐ Identify staff that will conduct evaluation																									
	☐ Secure review of plan from																									
	☐ Secure approval of proposed plan from																									
	☐ Finalize plan																									
	☐ Advise/orient evaluation staff on their roles and responsibilities																									
	Coordinate an Evaluation of Service Policies and Practices																									
	☐ Conduct an evaluation of service policies and practices by comparing current and existing policies and practices, identify deficiencies; recommend any needed adjustments																									
	Prepare a Summary Report on Service Policies and Practices																									
	☐ Review and adjust recommended alternatives to address any deficiencies																									
	Determine approximate time, cost, and appropriate staff needed to make the recommended modifications																									

Form 1 - Program Access Management Workplan

PART D Project Methodology and Schedule

Step	MAJOR TASKS	RESPONSIBILITY	1981-82						1982-83												1983-84					
			1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
4	ARCHITECTURAL ACCESS																									
	Develop a Plan to Assess Architectural Access of Department Facilities																									
	☐ Identify department facilities																									
	☐ Identify the facility leasing arrangement responsibilities and activities of the department																									
	☐ Identify order of evaluation																									
	☐ Identify the resources available to make needed evaluations																									
	☐ Identify staff that will conduct evaluation																									
	☐ Secure review of proposed plan from																									
	☐ Secure approval of plan from																									
	☐ Finalize plan																									
	☐ Advise/orient evaluation staff on their roles and responsibilities																									
	Coordinate an Evaluation of Architectural Access of Department Facilities																									
	☐ Conduct an evaluation of architectural access of facilities by comparing current and existing architectural laws and standards; identify deficiencies; recommend any needed adjustments																									
	Prepare a Summary on Architectural Access of Facilities																									
	☐ Review and adjust recommended alternatives to address any deficiencies																									
	☐ Determine approximate time, cost, and appropriate staff needed to make the recommended modifications																									
5	SUMMARIZE PROGRAM ACCESS COMPLIANCE																									
	☐ Identify by role, staff who performed steps 1-4																									
	☐ Identify by role, staff who are performing step 5.																									
	☐ By program element, summarize information from forms 4, 7 and 10																									
	☐ Through analysis, identify the level and quality of access within each major department program element																									

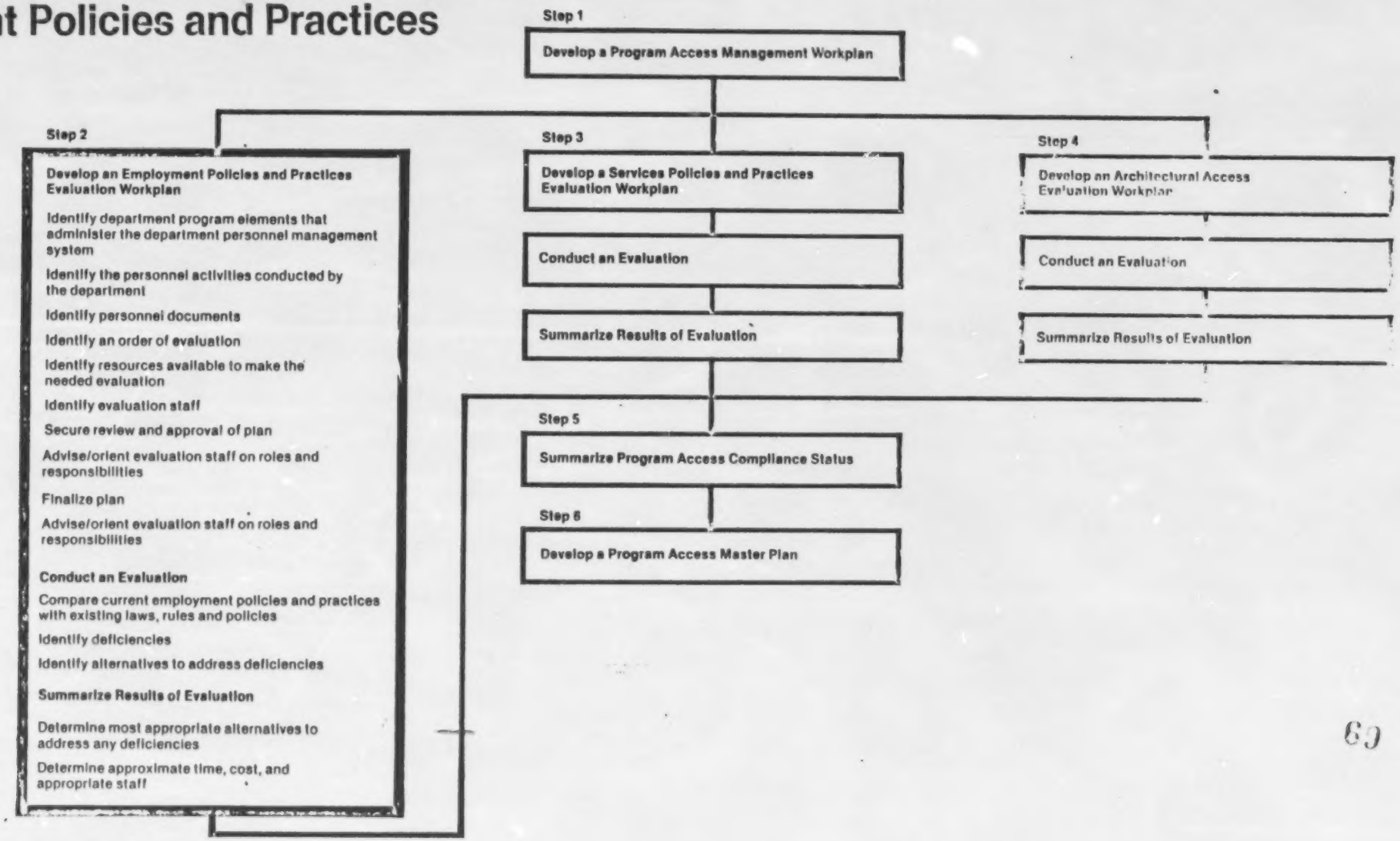
Form 1 - Program Access Management Workplan

PART D Project Methodology and Schedule

Step	MAJOR TASKS	RESPONSIBILITY	1981-82						1982-83												1983-84					
			1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
5	SUMMARIZE PROGRAM ACCESS COMPLIANCE, continued																									
	☐ Identify the essential and necessary actions needed to achieve compliance																									
	☐ Identify the most alternatives to bring the department into compliance status																									
	☐ Identify order and priority for bringing the department into full compliance																									
	☐ Identify time, costs, and probable staff needed to ensure individualized program elements become accessible																									
	☐ Identify and needed funding sources and the processes for requesting funding																									
	☐ Identify by role staff who will work on Program Access Master Plan																									
	☐ Secure review draft of summary from																									
	☐ Secure approval of summary from																									
	☐ Finalize summary																									
	☐ Advise/orient PAMP staff on roles and responsibilities																									
6	PROGRAM ACCESS MASTER PLAN																									
	Develop a Plan to Bring the Department into Full Compliance and Maintain Compliance Status																									
	☐ Design format of Program Access Master Plan																									
	☐ Prepare the first draft of Program Access Master Plan																									
	☐ Design a system to monitor compliance activities and to introduce any needed modifications																									
	☐ Secure department review of first draft of plan and proposed monitoring system																									
	☐ Secure review of final plan and monitoring system																									
	☐ Secure approval of final plan and monitoring system																									
	☐ Have adequate copies available for public review																									

Section III
Employment Policies and Practices

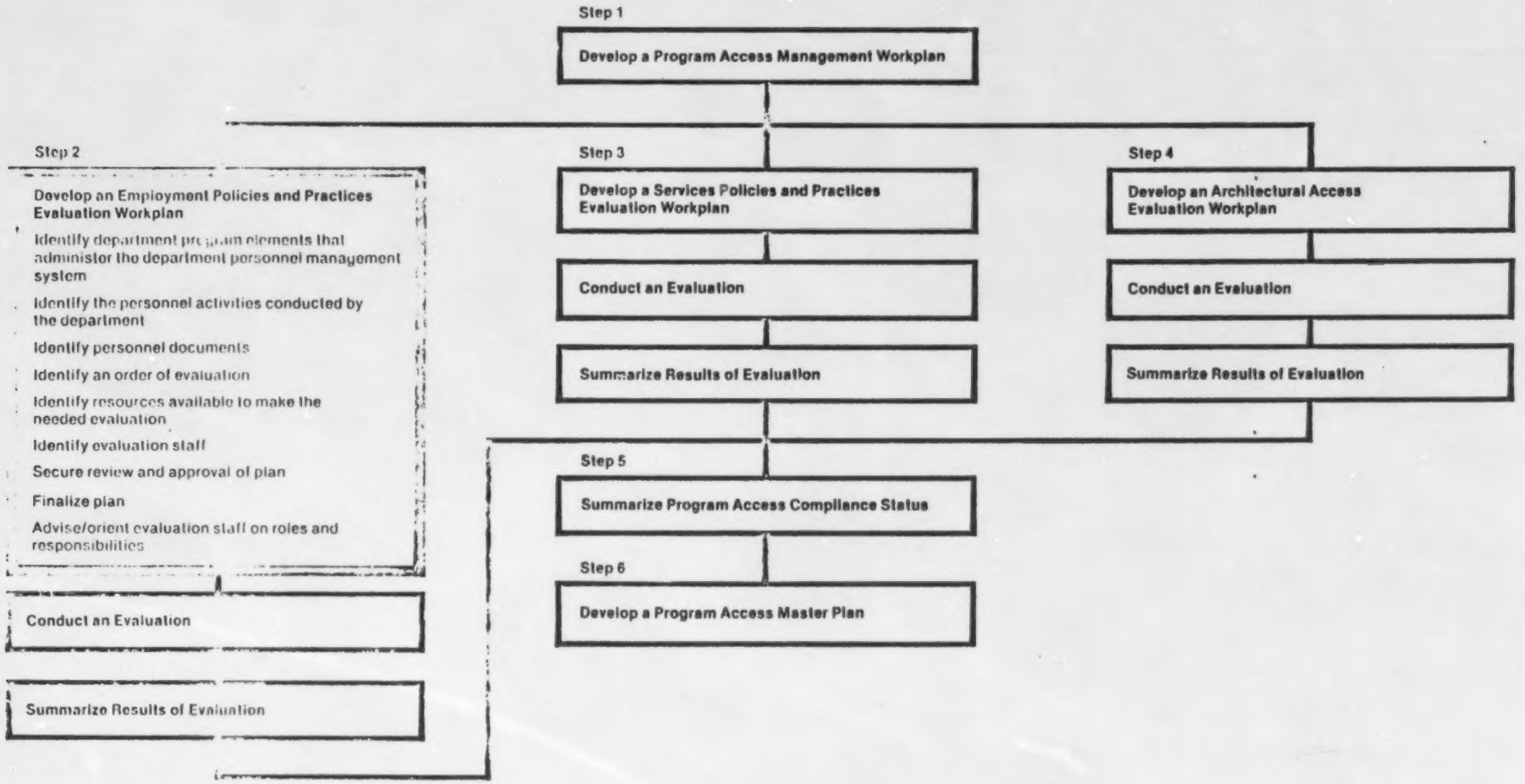
Planning, Evaluating and Reporting on Employment Policies and Practices Step 2


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Identify department program elements that administer the department personnel management system
Identify the personnel activities conducted by the department
Identify personnel documents
Identify an order of evaluation
Identify resources available to make the needed evaluation
Identify evaluation staff
Secure review and approval of plan
Advise/orient evaluation staff on roles and responsibilities
Finalize plan
Advise/orient evaluation staff on roles and responsibilities
Conduct an Evaluation
Compare current employment policies and practices with existing laws, rules and policies
Identify deficiencies
Identify alternatives to address deficiencies
Summarize Results of Evaluation
Determine most appropriate alternatives to address any deficiencies
Determine approximate time, cost, and appropriate staff
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

PLANNING THE EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 2

Planning the Evaluation of Employment Policies and Practices
Step 2


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Identify department program elements that administer the department personnel management system
Identify the personnel activities conducted by the department
Identify personnel documents
Identify an order of evaluation
Identify resources available to make the needed evaluation
Identify evaluation staff
Secure review and approval of plan
Finalize plan
Advise/orient evaluation staff on roles and responsibilities
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

PLANNING THE EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 2

INSTRUCTIONS

This form is designed to assist with identification of those department program elements and units that administer the department's personnel management system, office locations from which personnel activities are managed, and staff needed to evaluate department personnel policies and practices.

Date: The date (month, day, and year) the form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature.

Department: The name and address of the department.

Form Preparer: The name and address of the person preparing this form.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

Program Element: The major, essential, and/or fundamental program component(s) of the department through which employment policies and practices are administered, e.g., Administrative Support Services; Personnel Administration.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which employment policies and practices are administered, e.g., Personnel Office, Affirmative Action Office.

Program Locations: The addresses, room numbers, and telephone numbers of the office locations where the department's employment policies and practices are administered.

Employment Policies and Practices Category

The following categories represent the activities that are performed within the stated program element. (Reference Checklist on Employment Policies and Practices Form 3.)

R Recruitment: activities related to recruiting of persons interested in employment with the department.

S Selection: activities related to the selection of applicants and employees.

E Employment: ongoing activities related to the employment of staff.

P Placement: activities related to the placement of individuals into department employment.

H/S Health and Safety: activities related to the administration of health and safety laws, rules, policies, and procedures affecting employees.

Employment Service Delivery System

D Direct: most of the services to employees, recipients and liaison entities are provided on the premises of the facility.

I Indirect: most services to employees, recipients and liaison entities are provided off the premises of the facility.

Form 2 - Planning the Evaluation of Employment Policies and Practices, continued

Proposed Major Tasks: A brief statement of the major steps anticipated to conduct the evaluation.

Surveyor: Person(s) responsible for conducting the evaluation of employment policies and practices.

Estimated Time Frame: Date (month, day, year) that an evaluation will be completed.

REFERENCES

The following resources may provide assistance in completing this form:

Department Budget

Department Organizational Chart

FORM 2 - Planning the Evaluation of Employment Policies and Practices - Completed Excerpt

Program Element/Unit	Program Location(s)	Employment Policies and Practices Categories					Employment Service Delivery System		Proposed Major Tasks	Surveyor	Estimated Time Frame
		R	S	E	P	H/S	D	I			
Personnel Office	Headquarters No 1 718 7th Street Sacramento, Ca 95815 (918) XXX-XXXX	R	S	E	P		D		Review appropriate sections of SAM and Department Personnel Policy Manual for comparison with compliance laws rules	Freda Smith Personnel Anayst	9/1 - 9/30/81
Licensing & Enforcement	San Francisco Field Office No. 14 1235 Elm Street San Francisco, Ca 94103	R					D	I	Discuss recruitment practices with officers and personnel technician Compare practices to headquarter directives.	George Jones Personnel Analyst	9/1/- 9/30/81
	Sacramento Field Office No 2 1030 T St. Sacramento, Calif.			E			D	I	Discuss Employment practices with officers and personnel technicians, compare practices to headquarters directives	Jan Peters personnel analyst	10/1/81 - 10/31/81
Totals T/Bs	210. Totals T/Bs	3	T	T	T	T	5	3	. . . . .	25	9/1/81 - 10/31/81

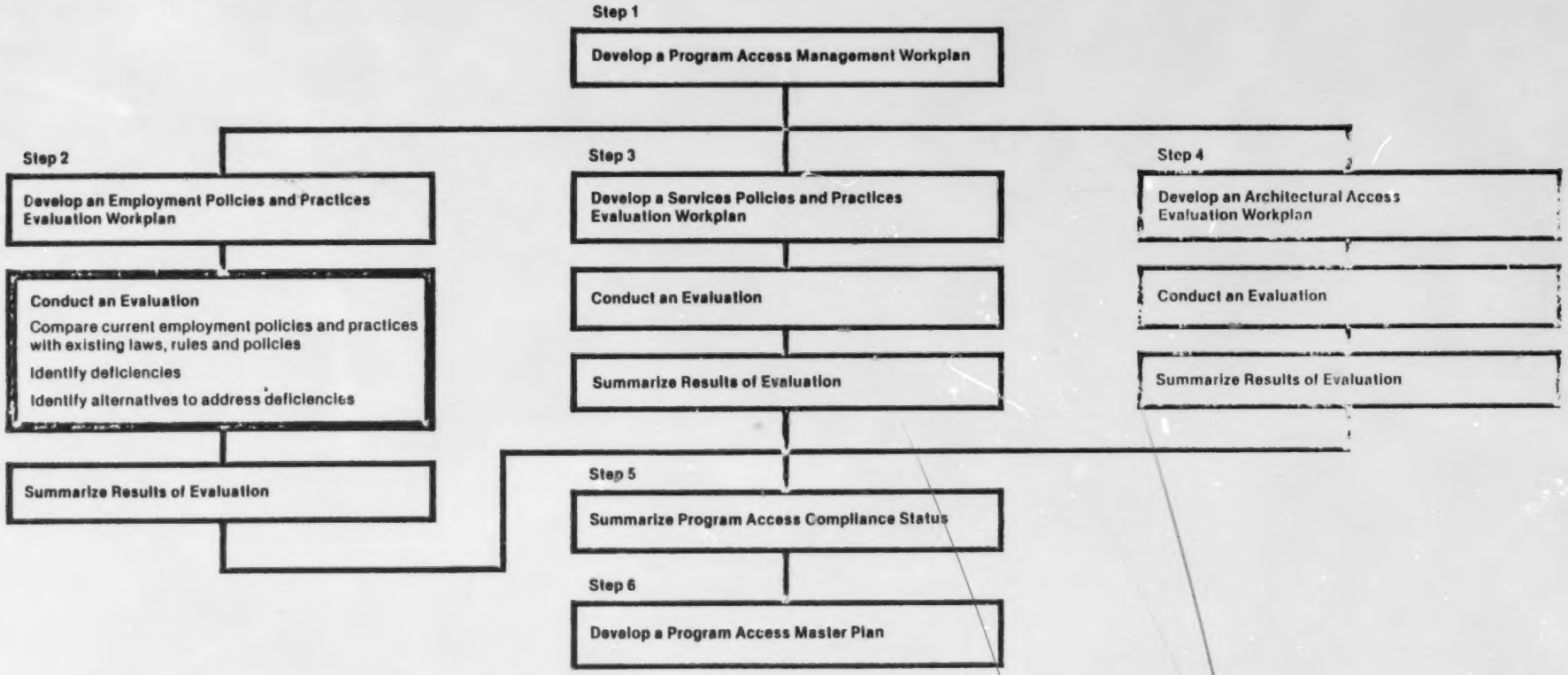
Form 2 - Planning the Evaluation of Employment Policies and Practices

Program Element/Unit	Program Location(s)	Employment Policies and Practices Categories					Employment Service Delivery System		Proposed Major Tasks	Surveyor	Estimated Time Frame
		R	S	E	P	H/S	D	I			

CHECKLIST ON EMPLOYMENT POLICIES AND PRACTICES

FORM 3

Conducting an Evaluation on Employment Policies and Practices Step 2


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Compare current employment policies and practices with existing laws, rules and policies
Identify deficiencies
Identify alternatives to address deficiencies
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

CHECKLIST ON EMPLOYMENT POLICIES AND PRACTICES

FORM 3

INSTRUCTIONS

This form is designed to permit an evaluation, by program element, of five major personnel management categories: Recruitment, Selection, Placement, Employment, and Health and Safety. The topics included on this checklist may not provide a comprehensive review of a department's specific areas of personnel administration. Therefore, before initiating use of this checklist, review it to ensure that it appropriately identifies the personnel activities conducted by the department. The checklist is most helpful when used in conjunction with Form 2, Planning the Evaluation of Employment Policies and Practices, which is part of the Program Access Master Planning Guide. For a copy of this document, contact the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916)323-6975 (voice or TDD).

Date: The date (month, day, year) the form was completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; and Legislature.

Department: The name and address of the department.

Surveyor: The name, address, and telephone number of the person responsible for conducting the evaluation of employment policies and practices.

Program Element: The major, essential, and/or fundamental program component(s) of the department through which employment policies and practices are administered, e.g., Administrative Services Division, Personnel Management Division, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which employment policies and practices are administered, e.g., Personnel Office, Administrative Support Services.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

PART A - EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

Category/Topic: The basic elements of a department's personnel management system that are to be reviewed for compliance with stated standards.

Standard: A summary of the coverage and intent of federal and state laws concerning equal employment opportunity and non-discrimination.

Compliance Status: Check the column which most appropriately indicates the department's compliance status:

Yes The department is in compliance with the standard.

No The department is not in compliance with the standard.

N/A Not Applicable: the department is not responsible for this personnel policy or practice.

Description: A descriptive statement of the policy or practice that does not comply with the stated standard.

Modification: A description of the modification(s) needed to correct the deficiency.

Form 3 - Checklist on Employment Policies and Practices, continued

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

PART B - SUMMARY OF EVALUATION

Based on the results of the evaluation conducted in Part A, this statement should indicate those categories/topics that are in compliance and those in need of modification.

REFERENCES

The following resources may provide assistance in completing this form:

Source	Information
State Government Codes State Personnel Board Laws and Rules	Employment Administration Categories
State Administrative Manual	Procedures for making modifications (structural, programmatic)
State Personnel Board	Affirmative Action for Disabled Guidelines Personnel Information and Procedural Manuals Policy Memorandums Contracts for Assistance with Personnel Management
Office of Statewide Compliance Coordination	Statewide Guidelines on Program Access for Persons with Disabilities-November, 1981 Index of Federal Regulations and Court Cases on the Implementation of Section 504 of the Federal Rehabilitation Act of 1973 - November, 1981
Department of Rehabilitation	Guide for Reasonable Accommodation in Employing the Handicapped, June, 1980, Mobility Barriers Section, 830 K Street Mall, Sacramento, CA (916) 322-1754 (Voice or TDD)
Federal Register	Federal regulations, guidelines, or policies of those federal departments that historically have provided funding to the department.

The following federal departments have established regulations, guidelines or policies on effecting implementation and compliance with Section 504. These regulations, guidelines or policies may be obtained by writing the respective federal department or by securing the appropriate edition of the Federal Register (FR).

Agency	FR Location
*ACTION	44 FR 31018 (1979)
*Agency for International Development	45 FR 64926 (1980)
Civil Aeronautics Board	44 FR 32401 (1979)
*Community Services Administration	46 FR 5620 (1981)
Department of Agriculture	44 FR 4620 (1979)
Department of Commerce	43 FR 53766 (1978)
Department of Defense	44 FR 53750 (1979)
*Department of Education	42 FR 22676 (1977)
*Department of Energy	45 FR 40514 (1980)
*Department of Health and Human Services	42 FR 22676 (1977)
Department of Housing and Urban Development	43 FR 16552 (1978)
Department of Interior	45 FR 24074 (1980)
*Department of Justice	45 FR 37620 (1980)

*Indicates federal departments having regulations established as of August 1981. An approximate 167 federal departments may establish such regulations.

FORM 3 - Checklist on Evaluation of Employment Policies and Practices - Completed Excerpt

Part A Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status Yes	No	N/A	Description	Modification
A. Requirements 1. Notifications a. Agreements and Contracts	The department makes periodic written notice to applicants, employees, employee referral sources and those organized employee groups from which the department receives services and establishes contracts, or makes agreements with, that it does not discriminate against qualified persons with disabilities. Notifications may include posting of notices, statements in agreements and contracts, publications in newspapers, notices in department publications, letters, memo, etc.		✓		The department has a policy on non-discrimination. The policy does not include disabled. Notice is not made periodically to employees; employee referral sources. Statements on non-discrimination are not included on a standardized basis in Department contracts for employment services.	1. Modify department policy on non-discrimination to include disabled. 2. Prepare a standard notification statement to be included within department contracts and agreements. 3. Prepare a notice of non-discrimination to be posted within Headquarters and District Offices. 4. Prepare and disburse a memo to personnel administrative staff regarding including a statement on non-discrimination within employment contract/agreements posting a notice at department employment sites.
	The department requests and receives from contracted or utilized employment referral/screening sources a written assurance that state qualified persons with disabilities are and will be referred.		✓		Written assurances are not from employment referral/screening sources.	1. Prepare a list of those employment referral and screening sources that are typically utilized by the department. 2. Prepare and send a letter requesting a written assurance from these entities. 3. Ensure such assurances are received.
2. Job Announcements	In the published materials the department uses to advertise positions, a statement is included to the effect that the department does not discriminate against qualified applicants with disabilities.	✓				
	Job Announcements are posted in accessible areas and facilities	✓				
	The methods of conveyance and presentation used are to ensure persons with sensory, manual, or speaking limitations are not denied equally effective notification as is provided others.		✓		Personnel & hiring authorities uncertain how to convey & present information to sensory impaired persons.	1. Secure information on the variety of methods available. 2. Prepare a memo to personnel staff on how to ensure equal effective notification. 3. Develop and publish a policy and procedures within department administrative manual.

FORM 3 - CHECKLIST ON EMPLOYMENT POLICIES AND PRACTICES - COMPLETED EXCERPT

Part B. Summary of Evaluation Findings

Example 1 - A Comparison of Department Policies to Practices

On March 15 and 16, 1981, a survey was conducted on the employment practices of the Sacramento District Office. The office was one of five that was selected for review. The office performs recruitment, selection and employment activities. Tom Patterson and Jill Sanders served as surveyors. Individual interviews were held with office hiring authorities and recently employed staff members to discuss the practices in comparison to applicable categories and standards stated on the employment checklist under Recruitment, Selection and Employment. The results of this survey indicated that the District Offices practices comply with 90% of the standards on the checklist.

Specific categories discussed were:

A. Recruitment
   1. Notification
      a. Notices to employment referral sources
      b. Posting of notices of non-discrimination
   2. Job Announcements
      a. Methods of conveying job opening information
B. Selection
   1. Reasonable accommodation
   2. Interview techniques
   3. Medical examinations
C. Placement
   1. Job assignment
D. Employment
   1. Employee/Employer relations
      a. Department sponsored activities
   2. Periodic performance evaluations
   3. Employment classification or position changes
   4. Transfers
   5. Training and development assignments
   6. Job descriptions
   7. Leaves of absences
   8. Training

Areas where modifications were recommended are as follows:

A. Recruitment
   2. Job Announcements - Office staff does not currently provide nor is aware of how to convey information on job announcements to the sensory impaired.
B. Selection
   1. Reasonable Accommodation - The office staff is unaware of its responsibility or the process to determine and provide reasonable accommodation to employees.
   2. Interview Techniques - The office hiring staff are uncertain of how to interview persons with disabilities.
D. Employment
   2. Training - Office is unaware of how to prepare training programs for staff that are effective for staff members with sensory impairment.

Most modifications focus on provision of training and receipt from headquarters of the policy and procedures on reasonable accommodation.

FORM 3 - CHECKLIST ON EMPLOYMENT POLICIES AND PRACTICES - COMPLETED EXCERPT

Part II - Summary of Evaluation

Example 2 - An evaluation of department policies

Time Frame / Parameters of Employment Evaluation

During March 1981 an evaluation was conducted on the employment policies and practices of Headquarters Office Personnel Administration. The Office of Personnel Administration directs, reviews and approves the personnel practices of the department's 25 district offices, compiles and coordinates its directives with those of the State Personnel Board, and semi-annually contracts with the SPB for recruitment and selection activities for three classifications, - Office Assistants, Special Investigators, and Staff Service Managers

The evaluation process included a review of the Department's Administrative Procedure Manual, discussions with staff of the Personnel Office and interviews with randomly selected headquarters hiring authorities.

Department personnel policies and practices were evaluated in comparison to the categories and standards stated on the April XXTB Employment Checklist under Recruitment, Selection, Retement, Employment and Health and Safety.

Evaluation Committee

Karen Ellis, Jeanette Louise, Paul Hagen, Mary Baldwin and Carry Pierce served as the evaluation team

Summary of Findings

The results of the survey indicated the majority of the department's personnel actions require no adjustments. Those areas require modification are; Recruitment, Selection, Employment and Health and Safety.

1. Recruitment Activities
   Within the area of recruitment activities, the department employment contracts and agreements, as well as in-house announcements, need only the inclusion of a non-discriminatory clause or statement.

2. Selection Activities
   The department will need to develop a policy and procedure on provision of reasonable accommodation, as well as modify current applicant and candidate testing methods within the 3 classification series for which the department has delegated testing responsibilities.

3. Employment
   The department will need to revise its current discrimination procedures to include review and decisions on complaints received from applicants, service recipients or their representitives who seek redress for actions, decisions, policies or conditions which they believe constitutes past or present discrimination on the basis of disability

4. Health and Safety
   Currently training courses for department staff on emergency services and procedures will need to be revised to included specialized individualized consideration of employee and recipients with disabilities

CHECKLIST ON EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 3

Agency	Surveyor	Address	Telephone No.
Department / Address	Program Access Coordinator	Address	Telephone No.
Program Element/Unit	Office Location		

Date

Part A. Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. RECRUITMENT						
1. Notifications	The department makes periodic written notice to applicants, employees, employee referral sources and those organized employee groups from which the department receives services and establishes contracts, or makes agreements with, that it does not discriminate against qualified persons with disabilities. Notifications may include posting of notices, statements in agreements and contracts, publications in newspapers, notices in department publications, letters, memos, etc.					
a. Agreements and Contracts						

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. RECRUITMENT (cont.) Agreements and Contracts (cont.)	The department requests and receives from contracted or utilized employment referral/screening sources a written assurance that states qualified persons with disabilities are and will be referred.					
2. Job Announcements	In the published materials the department uses to advertise positions, a statement is included to the effect that the department does not discriminate against qualified applicants with disabilities. Job Announcements are posted in accessible areas and facilities. The methods of conveyance and presentation used are to ensure persons with sensory, manual, or speaking limitations are not denied equally effective notification as is provided others.					

Form 3 - Checklist on Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
B. SELECTION						
1. Reasonable Accommodation a. Special Testing Arrangements b. Specialized Equipment Accommodation c. Facility Design Accommodation d. Support Services	The department has established a written policy and process on determining and providing reasonable accommodation to the individualized job-related needs of qualified applicants and employees with disabilities. Provision of reasonable accommodation may include but is not limited to special employment testing arrangements, specialized equipment accommodation, facility design, space accommodation, and support service assistance.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
B. SELECTION (cont'd) e. Undue Hardships	The department has procedures for determining and reviewing if a request for accommodation of a qualified applicant's disability represents an undue hardship on the department. The procedure considers overall size of the department (number of employees, size and type of facilities, size of budget), the type of program operation, including composition and structure of the work force, and the nature and the cost of the accommodation needed.					
2. Application	The employment application form allows applicants to identify if specialized accommodations, e.g., reader, marker, interpreter services, may be needed for equal participation in employment testing processes.					
3. Testing and Hiring a. Testing Selection and Permance Criteria	Testing methods, selection criteria and performance measurements are based upon the essential, job-related functions of the classification/position(s).					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
B. SELECTION (cont'd)						
1) Employment Personal Background Information	Any health questionnaires, employment or personal background investigation reports or inquiries request only identification and assessment of job-related factors and job performance capabilities. Inquiries are not made regarding a person's disability or its severity unless the inquiry is specifically designed to meet the needs of the person with a disability.					
2) Interview Techniques	Interview techniques and processes equally address each applicant's eligibility, job performance, experiences and qualifications, and do not make direct or indirect inquiries concerning an applicant's disability or its severity.					
3) Medical Examinations	Pre-employment medical examinations are: Required on the basis of determining health capabilities; and not on the basis of identifying disabilities.					

Form 3 - Checklist on Evaluation of Employment Polices and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
B. SELECTION (cont'd) 3) Medical Examinations (cont.)	Functional assessments of individuals' capabilities to perform job tasks and follow a conditional placement on any eligibility lists(s). The department has no policy or practice that would deny placement of qualified persons with disabilities on employment lists.					
C. PLACEMENT 1. Job Assignments	The department does not have assignments/job classes set aside for employees with disabilities or work space for their exclusive use which in any way adversely affects their employment opportunities or status.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT						
1. Employee/ Employer Relations						
a. Department Sponsored Activities	The departments's policies and practices concerning department sponsored activities, including social and recreational activities, do not prohibit participation by employees with disabilities or, when applicable, family members with disabilities.					
b. Employee Organizations Agreements	Agreements with employee organizations do not prohibit equal opportunity and participation by qualified persons with disabilities.					
2. Employee Assessment	The department's employee assessment systems address only job-related performance criteria specific to the position and/or classification.					
a. Probationary Reports	(Employee assessment systems include probationary reports and periodic employment performance evaluations.)					
b. Periodic Evaluations						

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd) 3. Complaints of Discrimination	The department has established and distributed to all employees procedures that provide resolution of discrimination complaints based on disability.					
4. Employment/ Classification/or Position Changes a. Reinstatement b. Separation c. Tenure d. Demotion e. Promotion f. Layoff	Criteria for offering and approving classification/position changes do not limit the eligibility of qualified candidates with disabilities. Classification changes include those generated by reinstatement, separation, tenure, promotion, demotion, or layoff.					
5. Transfers	The procedures by which the department determines and approves intra- or inter-departmental transfers provide equal opportunity for qualified employees with disabilities.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd)						
6. Training and Development Assignment	The procedures for offering or approving training and development assignments provide equal opportunity for the participation of qualified employees with disabilities.					
7. Compensation	Different levels of pay for employees with disabilities are not in effect solely on the basis of disability. Employees with disabilities are not offered a different amount of compensation because of any disability-related income the employee may receive from another source.					
8. Benefits	Disabled employees are not given a reduced scope of employee benefits on the basis of disability.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd)						
9. Job Specifications	Periodic reviews are made to ensure each job specification/description focuses on the essential tasks of the job. The job specification for those classifications used by the department state essential, job-related standards and requirements. Standards do not arbitrarily exclude employment of persons with disabilities.					
10. Job Descriptions	Job descriptions state the essential, job related performance standards and requirements and do not contain language on physical standards that arbitrarily exclude the performance and job assignment by persons with disabilities.					
11. Leaves of Absence	Criteria and methods used to determine and approve leaves of absence, and reinstate persons from leaves of absence do not deny equitable consideration or treatment of persons with disabilities.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd)						
12. Employment Documents a. Registration b. Transactions	Employment-related documents, including registration and transactional forms do not identify in a discriminatory manner the names of individuals with disabilities.					
13. Training a. Orientation b. On-the-job c. Formal Courses	Training programs are designed and presented to allow equal participation by persons with disabilities.					

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd)						
14. Employee Assistance Programs/ Injured State Worker Programs						
a. Eligibility Criteria	Employee assistance programs allow equitable participation by and treatment of employees who have or incur disabling injuries or illnesses.					
b. Service Provision						
c. Assessments						

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
D. EMPLOYMENT (cont'd)						
15. Affirmative Action						
a. Affirmative Action for Disabled Plan	Affirmative action for disabled program components include a plan for the recruitment and employment of persons with disabilities, goals and timetables, establishment of a Disabled Advisory Committee, establishment of a department policy on non-discrimination.					
b. Disabled Advisory Committee						
c. Affirmative Action for Disabled Non-Discrimination Policy						

Form 3 - Checklist on Evaluation of Employment Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
E. HEALTH AND SAFETY						
1. Emergency Services and Procedures	Department emergency services and procedures, including personnel emergency training cover specialized, individualized consideration of disabled employees.					

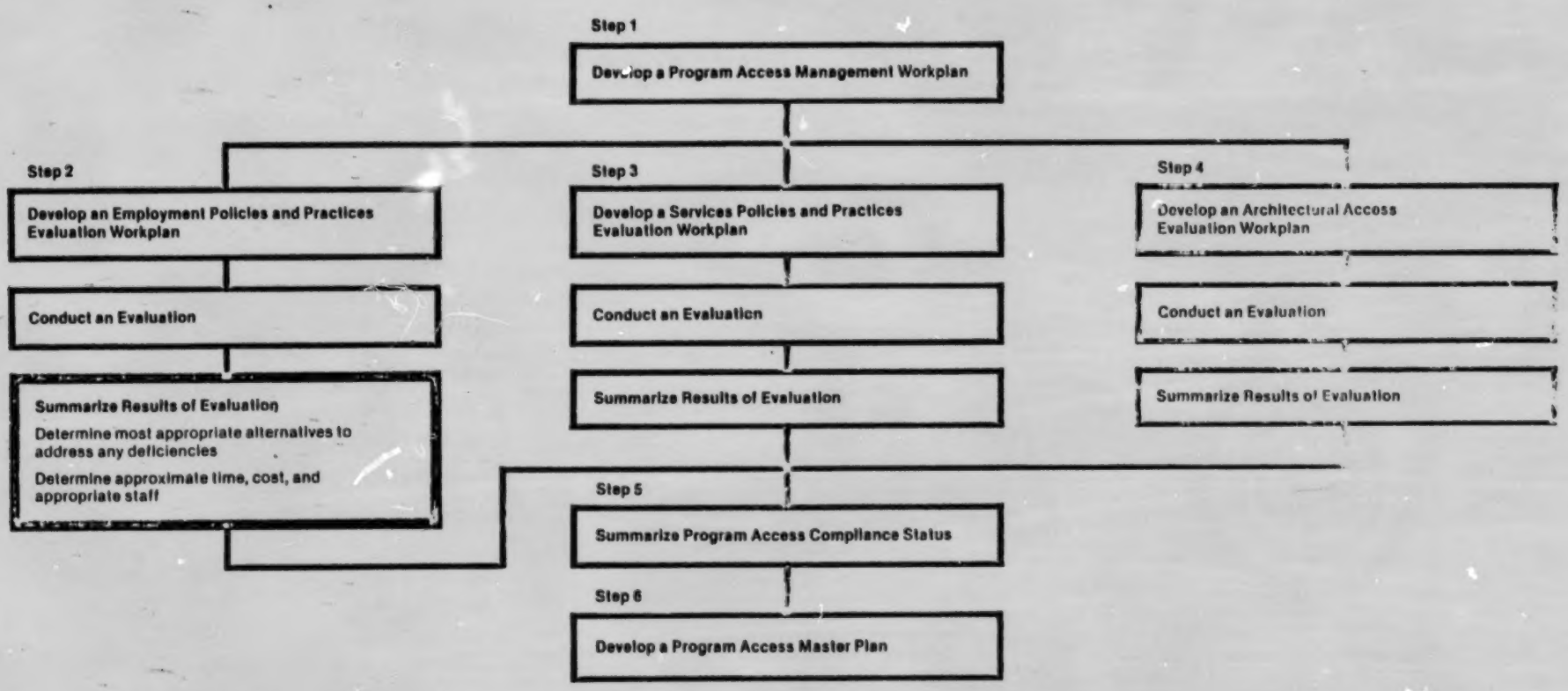
Form 3 - Checklist on Employment Policies and Practices

Part B Summary of Evaluation Findings

SUMMARY REPORT ON THE EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 4

Developing a Summary Report on the Evaluation of Employment Policies and Practices
Step 2


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Determine most appropriate alternatives to address any deficiencies
Determine approximate time, cost, and appropriate staff
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

SUMMARY REPORT ON THE EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 4

INSTRUCTIONS

This form is designed to provide a summary of the department's compliance status within those employment categories and topics that were evaluated with Form 3, Checklist on Employment Policies and Practices. Once completed, the information on Form 4 will be consolidated with the information from Form 7, Summary Report on the Evaluation of Service Policies and Practices and Form 10, Summary Report on Architectural Access of Facilities onto Form 11, Summary of Program Access Compliance Status. These forms are included in the Program Access Master Planning Guide which is available from the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916) 323-6975 (Voice or TDD).

Form 4 consists of three parts: Part A, Summary of Program Elements, Locations, and Surveyors, Part B, Summary of Findings, and Part C, Summary of Evaluation.

Date: The date (month, day, year) this form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature, etc.

Department: The name and address of the department.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

PART A. SUMMARY OF PROGRAM ELEMENTS, LOCATIONS AND SURVEYORS

This part summarizes the activities that were performed to evaluate the employment administration compliance status of the program elements/units within the department.

Program Element: The major, essential, and/or fundamental program components(s) of the department through which employment policies and practices are administered, e.g., Administrative Support Services; Licensing and Enforcement, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which employment policies and practices are administered.

Location/Office Code

Location: The addresses, room numbers, and telephone numbers of the locations where the department's employment policies and practices are administered.

Office Code: The number applied by the department to identify each facility administering its employment policies and practices.

Surveyor: The name, address, and telephone number of the person who evaluated the compliance status of the employment policies and practices at a given location.

Summary of Major Tasks: The activities performed by the surveyor to evaluate the employment policies and practices at a given location.

Form 4 - Summary Report on the Evaluation of Employment Policies and Practices, continued

PART B. SUMMARY OF FINDINGS

This part provides a summary of recommended modifications to bring the department's employment policies and practices into full compliance.

Category/Topic: The basic elements of a department's personnel management system reviewed for compliance with stated standards.

Office Code: The number applied by the department to identify each facility administering its employment policies and practices.

Description: A descriptive statement on the policy or practice that does not comply with stated standards.

Modification: A statement on the recommended modification(s) appropriate to correct the deficiency.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

Estimated Time Frame: Date (month and year) that a modification will be completed.

Estimated Cost/Hours: The dollar cost and/or staff hours that must be expended to complete a modification.

PART C. SUMMARY OF EVALUATION

A brief narrative summary on the department's overall status with respect to compliance with employment policies and practices. This statement should include a description of major accessible and inaccessible areas and the anticipated time frame for making needed modifications.

FORM 4 - Summary Report on the Evaluation of Employment Policies and Practices

Part A - Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyors	Summary of Major Tasks
Administration Personnel Office	Headquarters No 1 718 7th Street Sacramento Ca 95814 (916) XXX-XXXX (voice or TDD)	Joe Jones Personnel office	Reviewed department personnel manual. Reviewed significant employment documents used to correspond with employees and persons interested in employment.
Licensing and Enforcement Field Personnel	Sacramento District Office No. 2 400 Summer Court Suite 110 Sacramento, Ca 95814 (916) XXX-XXXX (voice or TDD) Monterey District Office No 3 743 Lexington Monterey Ca. 93050 (408) XXX-XXXX (voice or TDD)	C. Carwin Personnel Analyst Affimative Action Office	Reviewed recruitment, employment, and health and safety practices of those field offices that perform personnel administration.

FORM 4 - Summary Report on the Evaluation of Employment Policies and Practices

Part B: Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Time Frame	Estimated cost/hours
A. Recruitment 1. Notification a. Agreements and Contracts	No 1 No 2 No 3	Periodic notices are not being made to employee referral sources	1. Prepare list of organizations and sample notice 2. Annually, in March just prior to the peak recruitment period send out notices	Personnel Office P.T. T.M.	2/82 – 3/83 10/84 ongoing	25 hours 2 hours

FORM 4 - Summary Report on the Evaluation of Employment Policies and Practices - Completed Excerpt

Part C: Summary of Evaluation

Briefly, in narrative format, summarize the results of this evaluation of employment policies and practices.

Time Frame, Sources and Methods of Review

During March and April 1981, the employment policies and practices of the department were evaluated. The evaluation included a review of the personnel practices of five offices (Crenshaw, Sacramento, Redding, San Francisco, San Diego) and a review of the following department personnel and administrative manuals.

1. XTB Personnel Policies and Procedures Manual (PPP Manual)
2. XTB Administrative Procedure Manual (APM)
3. XTB Manual on Enforcement and Investigations (M E I)

The evaluation covered the department's policies and practices on Recruitment, Selection, Placement, Employment, Health and Safety. A six member special task force serving as an Employment Evaluation sub-committee of the Program access Committee reviewed manuals personnel transaction documents, employment records and interviewed office staff responsible for personnel transactions and personnel hiring authorities. The Employment Evaluation Sub-Committee members were selected on the basis of

1) Knowledge of State Personnel Board's laws, rules, policies, practices and procedures
2) Awareness of the employment barriers to persons with disabilities
3) Knowledge of laws, rules, policies, and procedures concerning equal opportunity and affirmative action for persons with disabilities.
4) Knowledge of the department's personnel policies, practices and procedures
5) Knowledge of the department's administrative procedures including policy: development and approval procedures
6) Knowledge of and sensitivity to employment issues affecting disabled persons from various cultural, ethnic and economical background
7) Representation of geographic areas in which the department has offices.

Summary of review

The results of the evaluation indicate department personnel policies are generally in compliance with standards shown on the April 1981 Employment Evaluation Checklist.

Employment Policy and Practice Categories requiring the most significant modifications are: Recruitment, Employment, Health and Safety. The department PPP and APM Manuals will require revision in each of those areas where...

It is estimated these modification will require involvement of _____ staff members and approximately _____ months to develop the modifications, receive executive office approval and publish adjusted policies.

SUMMARY REPORT ON EVALUATION OF EMPLOYMENT POLICIES AND PRACTICES

FORM 4

Date

Agency | Address

Department | Address

Program Access Coordinator | Address | Telephone Number

Part A Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyor	Summary of Major Tasks

Form 4 - Summary Report on Evaluation of Employment Policies and Practices

Part B Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Timeframe	Estimated Cost/Hours

Form 4 - Summary Report on the Evaluation of Employment Policies and Practices

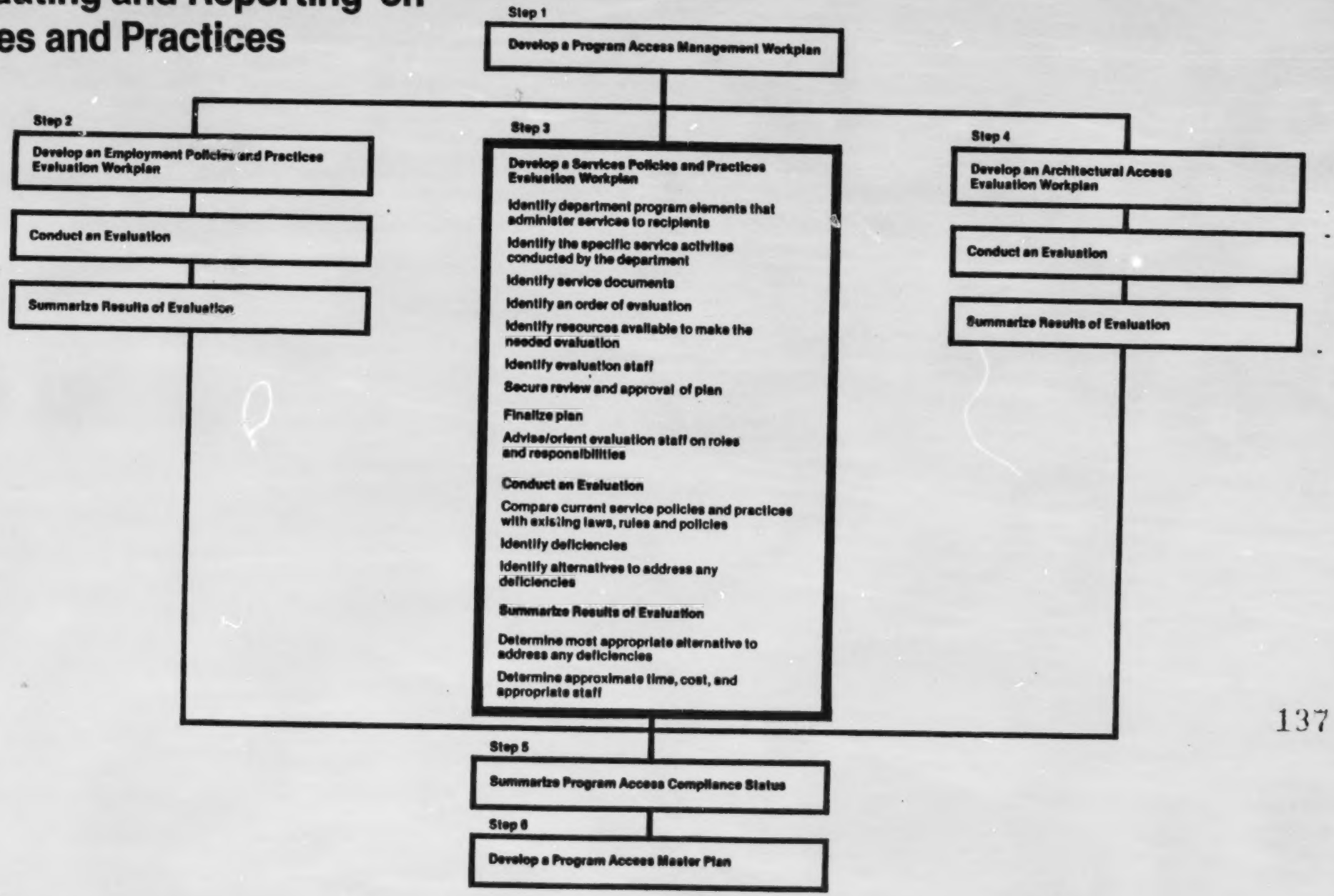
Part C Summary of Evaluation

Briefly, in narrative format, summarize the results of this evaluation of employment policies and practices.

Section IV
Service Policies and Practices

Planning, Evaluating and Reporting on Service Policies and Practices

Step 3


Step 1
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Step 2
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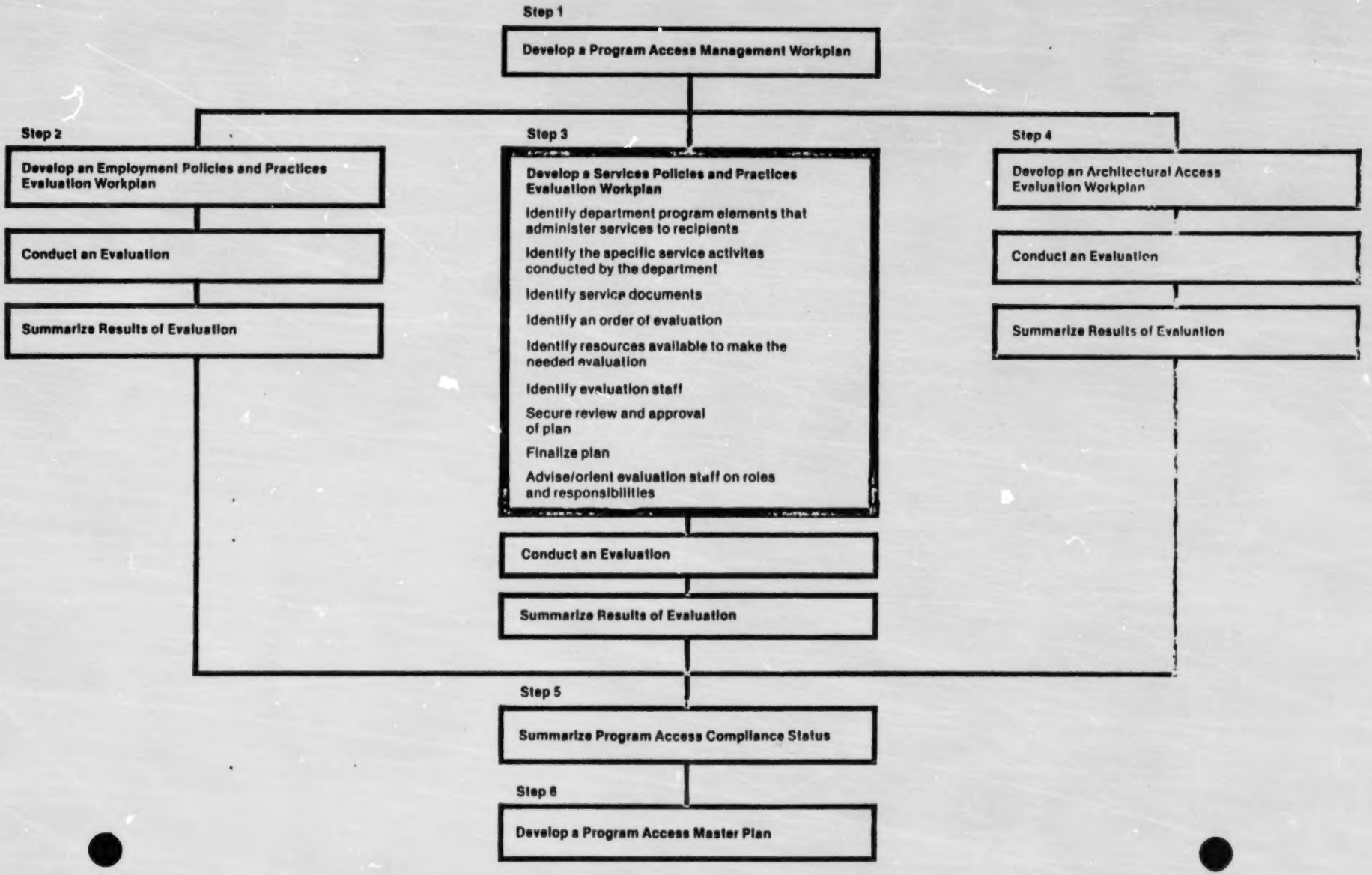
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Identify department program elements that administer services to recipients
Identify the specific service activites conducted by the department
Identify service documents
Identify an order of evaluation
Identify resources available to make the needed evaluation
Identify evaluation staff
Secure review and approval of plan
Finalize plan
Advise/orient evaluation staff on roles and responsibilities
Conduct an Evaluation
Compare current service policies and practices with existing laws, rules and policies
Identify deficiencies
Identify alternatives to address any deficiencies
Summarize Results of Evaluation
Determine most appropriate alternative to address any deficiencies
Determine approximate time, cost, and appropriate staff
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

PLANNING THE EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 5

Planning the Evaluation of Service Policies and Practices Step 3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PLANNING THE EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 5

INSTRUCTIONS

This form is designed to identify the parameters extent and priority order of the evaluation on service policies and practices. The form assists the identification of program elements and units that administer the policies and practices of the department's service provision system, the offices where services are delivered, and the estimation of the staff needed to evaluate department service policies and practices.

Use Form 1, Program Access Management Workplan, (Part B, C, and D) and Form 6, Checklist on Services Policies and Practices, to complete Form 5. The categories included on Form 5 may not cover all criteria the department may want to consider before determining evaluation priorities. Therefore, a review of Form 5, may be necessary to identify any needed modifications.

Date: The date (month, day, year) the form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature; etc.

Department: The name and address of the department.

Form Preparer: The name, address, and telephone number of the person completing this form.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

Program Element: The major, essential, and/or fundamental program components(s) of the department through which services policies and practices are administered, e.g., Program Development, Field Offices Division, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which service policies and practices are administered, e.g., Training Office, Accounting Office, etc.

Program Locations: The addresses, room numbers, and telephone numbers of the locations where the department's services are provided

Service Policies and Practices Categories: The basic elements of a department's service system that are to be reviewed for compliance with stated standards, i.e.

N Notifications

D Documentation

R Public Relations

S Service Selection

P Service Provision

Form 5 - Planning the Evaluation of Service Policies and Practices, continued

E Service Evaluation

H Health and Safety
(Reference Form 6, Checklist on Employment Policies and Practices)
Service Delivery System

D Direct: most of the services to employees, recipients and liaison entities are provided on the premises of the facility.

I Indirect: most of the services to employees, recipients and liaison entities are provided off the premises of the facility.

Proposed Major Tasks: A brief statement of the major steps anticipated to conduct the evaluation.

Surveyor: Person(s) responsible for conducting the evaluation of service provision policies and practices.

Estimated Time Frame: Date (month, year) that an evaluation will be completed.

FORM 5 - Planning the Evaluation of Service Policies and Practices - Completed Excerpt

Program Element/Unit	Program Location(s)	Service Policies and Practices Categories							Service Delivery System		Proposed Major Tasks	Surveyor	Estimated Time Frame
		N	D	R	S	P	E	H	D	I			
Administration Information office	Headquarters 718 7th Street Sacramento, Ca. 95814 (916) xxx-xxxx (voice or TDD)	N	D	R					D		Evaluate public notices and correspondence sent by personnel to general public.	C. Carwin	10/1-10/15/81
Form Management	Headquarters 718 7th Street Sacramento, Ca 95814 (916) xxx-xxxx (voice or TDD)		D				E				Review Department Publications Review Annual Program Evaluation Reports	C. Carwin	10/1-10/15/81
Licensing and Enforcement	Field Offices Sacramento District Office 400 Summer Court		D		S	P		H				J. Harmin	
Total 10	35	10	20	35	10	15	10	25	20	15	----------	35	10/1/81 to 10/10/82

PLANNING THE EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 5

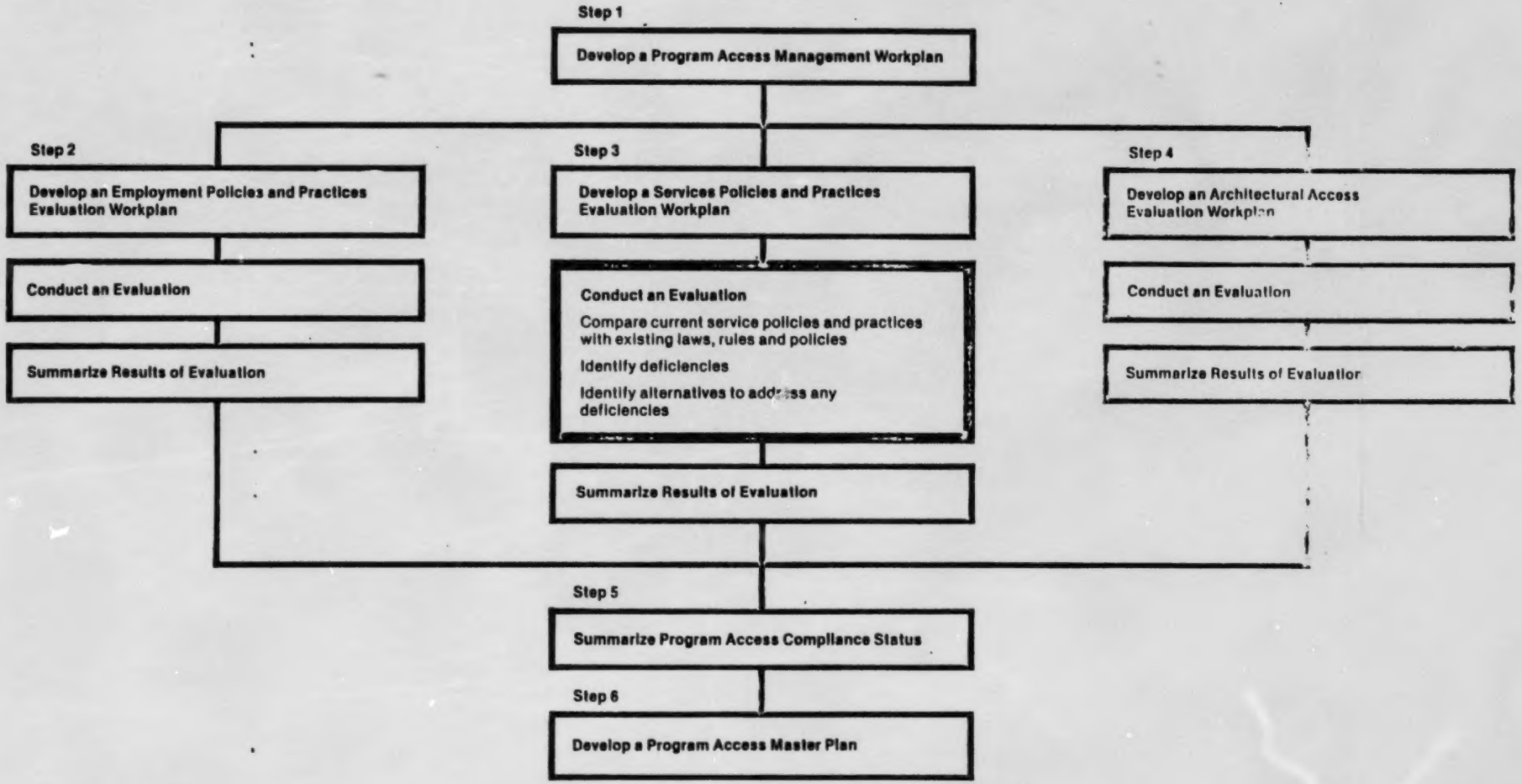
Agency	Program Access Coordinator	Address	Date / Telephone Number
Department	Form Preparer	Address	Telephone Number

Program Element/Unit	Program Location(s)	Service Policies and Practices Categories							Service Delivery System		Proposed Major Tasks	Surveyor	Estimated Time Frame
		N	D	R	S	P	E	H	D	I			

CHECKLIST ON SERVICE POLICIES AND PRACTICES

FORM 6

Conducting an Evaluation of Service Policies and Practices Step 3


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Compare current service policies and practices with existing laws, rules and policies
Identify deficiencies
Identify alternatives to address any deficiencies
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

CHECKLIST ON SERVICE POLICIES AND PRACTICES

FORM 6

INSTRUCTIONS

This form is designed to permit an evaluation, by program element, of those service policies and practices that are administered by the department within the major service categories of Notification, Documentation, Public Relations, Service Selection, Service Provision, Service Evaluation, and Health and Safety. The categories and topics included on this checklist may not provide a comprehensive review of a department's specific areas of service administration. Therefore, a review of the checklist may be necessary to ensure that it appropriately identifies the service activities conducted by the department and adaptations made when necessary. The checklist is most valuable when used in conjunction with Form 5, Planning the Evaluation of Service Policies and Practices, which is a part of the Program Access Master Planning Guide. For a copy of this document, contact the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916) 323-6975. (Voice or TDD).

This checklist facilitates a review of the department's current service policies and practices as well as identification of recommended alternatives for modifying discrepancies.

Date: The date (month, day, year) the form is completed.

Agency: The agency to which the department is administratively responsible e.g., Consumer Services Agency; Health and Welfare Agency; Business Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature; etc.

Surveyor: The name, address and telephone number of the person(s) responsible for conducting the evaluation of service policies and practices.

Department: The name and address of the department.

Program Element: The major, essential, and/or fundamental program component(s) of the department through which service policies and practices are administered, e.g., Public Health and Safety.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which service policies and practices are administered, e.g., Program Development Bureau, Field Operations Section, etc.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

Location: The addresses, room numbers, and telephone numbers of the facilities where the department's service policies and practices are administered.

PART A - EVALUATION OF SERVICE POLICIES AND PRACTICES

Category/Topic: The basic elements of a department's service delivery system that are to be reviewed for compliance with stated standards.

Standard: A summary of the coverage and intent of federal and state laws concerning equal opportunity and non-discrimination in provision of services to persons with disabilities.

Form 6 - Checklist on Service Policies and Practices, continued

Compliance Status: Check the column which most appropriately indicates the department's compliance status:

Yes The department is in compliance with the standard.

No The department is not in compliance with the standard.

N/A Not applicable: the department is not responsible for this service policy or practice.

Description: A statement on the policy or practice that does not comply with the stated standards.

Modification: A statement of the type of modification(s) that would be appropriate to correct the deficiency.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

PART B - SUMMARY OF EVALUATION

Based on the results of the evaluation conducted in Part A, Evaluation of Service Policies and Practices, this statement should indicate those categories/topics that are in compliance and those in need of modification.

REFERENCES

The following resources may provide assistance in completing this form:

Department Budget

Department Organizational Chart

State Administrative Manual

Key Federal Regulations Affecting the Handicapped 1977-1978, U.S. Department of Health and Human Services; Office of Handicapped Individuals, Washington, D.C. 20201 (HHS Publication No. (OHDS) 80-22008, November, 1979).

Federal Register: Federal regulations, guidelines, and policies of those departments that historically have provided funding to the department.

The following federal departments have established regulations, guidelines or policies on effecting implementation and compliance with Section 504. Copies of these regulations, guidelines or policies may be obtained by writing the respective federal department or by securing the appropriate edition of the Federal Register (FR).

*ACTION	44 FR 31018 (1979)
*Agency for International Development	45 FR 64926 (1980)
Civil Aeronautics Board	44 FR 32401 (1979)
*Community Services Administration	46 FR 5620 (1981)
Department of Agriculture	44 FR 4620 (1979)
Department of Commerce	43 FR 53766 (1978)
Department of Defense	44 FR 53750 (1979)
*Department of Education	42 FR 22676 (1977)
*Department of Energy	45 FR 40514 (1980)
*Department of Health and Human Services	42 FR 22676 (1977)
Department of Housing and Urban Development	43 FR 16552 (1978)
Department of Interior	45 FR 24074 (1980)
*Department of Justice	45 FR 37620 (1980)
*Department of Labor	45 FR 66706 (1980)
*Department of State	45 FR 69437 (1980)
*Department of Transportation	44 FR 31442 (1979)
*Department of Treasury (Revenue Sharing)	46 FR 77356 (1980)
Environmental Protection Agency	46 FR 14343 (1981)
Equal Employment Opportunity Commission	44 FR 68482 (1979)
Federal Home Loan Bank Board	43 FR 16190 (1978)

*Indicates federal departments having regulations established as of August 1981. An approximate total of 167 federal departments may establish such regulations.

Form 6 - Checklist on Service Policies and Practices, continued

General Services Administration	44 FR 62298 (1979)
Interstate Commerce Commission	43 FR 25152 (1978)
*Legal Services Corporation	44 FR 55175 (1979)
*National Aeronautics and Space Administration	44 FR 52680 (1979)
*National Endowment for the Arts	44 FR 22731 (1979)
*National Endowment for the Humanities	44 FR 22730 (1979)
*National Science Foundation	43 FR 16518 (1978)
*Nuclear Regulatory Commission	45 FR 14533 (1980)
*Office of Personnel Management	45 FR 22676 (1977)
*Small Business Administration	44 FR 20068 (1979)
*Tennessee Valley Authority	45 FR 22893 (1980)
*Veteran's Administration	45 FR 63264 (1980)
Water Resources Council (dissolved 9/30/81)	43 FR 54262 (1978)

*Indicates federal departments having regulations established as of August 1981. An approximate total of 167 federal departments may establish such regulations.

Office of Statewide Compliance Coordination Publications:

Statewide Guidelines on Program Accessibility for Persons with Disabilities, November, 1981.

Index of Federal Regulations and Court Cases on the Implementation of Section 504 of the Rehabilitation Act of 1973, November, 1981.

TECHNICAL ASSISTANCE

Technical consultative assistance on the interpretation of laws, rules, and policies may be obtained from the following agencies:

Office of Statewide Compliance Coordination

Department of Housing and Community Development

Department of Consumer Affairs

Department of Rehabilitation

Department of General Services

Department of Transportation
Transportation Accessibility Unit

Department of Education

State Personnel Board
Personnel Development Division

Department of Health Services

Department of Finance

Department of Rehabilitation
ALBEDATA Center
Mobility Barriers Section

Department of Social Services

Public Broadcasting Commission

Department of Industrial Relations
Occupational Safety & Health Division
State Compensation Insurance Division
Industrial Accidents Division.

FORM 6 - Checklist on Service Policies and Practices - Completed Excerpt

Part A. Evaluation of Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. Community Affairs 1. Notification a. Agreements and Contracts	The department makes periodic written notice that it does not discriminate against qualified persons with disabilities to its service recipients and contractors. Notifications may include posting notices, statements in agreements and contracts, publication in newspapers, notices in department publications, letters, memos, etc.	✓			The department has posters in all offices stating that it does not discriminate on the basis of ethnicity, sex, marital status, national origin, disability, sexual preference, religion, age or color in administration of policies and practices on employment and provision of services. Annually, on publication of notices to applicants for licenses and or renewals for registrations a similar statements as above is made on the mailing envelopes	

Form 6 - Checklist on Service Policies and Practices - Completed Excerpt

Part 3 Summary of Evaluation

Briefly in narrative format summarize the results of this evaluation

Example 2- An Evaluation of Department Policies

Time Frame/Parameters of Service Evaluation

During November 1981, an evaluation was conducted on the service policies of the Departments Administrative Element

The evaluation consisted of a review of the department's administrative policy manuals on

A. Community Relations
1. Notification
a. Agreements and Contracts
2. Documentation
a. Registration
b. Licensing
c. Transactions
3. Communication System
4. Applicant/Recipient Accommodation
5. Complaints of Discrimination

B. Service Selection
1. Admission/Eligibility Standards and requirements
a. academic requirements
b. Background Investigations
c. Testing Instruments
d. Testing selection and performance criteria

C. Service Provision
1. Consent/Release
2. Client Service Termination Procedures

D. Service Evaluation

E. Health and Safety

Evaluation Committee

Department Staff served as the evaluation team:

Jean Lee, Tim Self, Al Marx

Summary of Findings

The results of the survey indicated the majority of the department's service policies do not require adjustment. Those areas requiring modifications are:

A. Community Relations

Within the area of community relations department procedures on preparing agreements and contracts need to require agreements and contracts include a non-discrimination clause or statement

B. Service Selection

The department needs to develop a policy and revise existing administrative procedures on Medical investigations, Current investigations, Current inquiry and documenting procedures are inappropriate.

Form 6 - Checklist on Service Policies and Practices - Completed Excerpt

Part 9 Summary of Evaluation

Briefly in narrative format summarize the results of this evaluation

Example 1 - A Comparison of Department Service Policies to Procedures

On November 19 through 20, 1981, a survey was conducted on the service practices of the licensing and registration elements of the Department's Bakersfield District office. This office is one of twenty department offices within the licensing and registration element selected for review. The Bakersfield office services include the change areas of Community Related Service Selection Service Provision Service Evaluation and Health and Safety. Individual interviews were held with office administrators, some office staff and recent recipients of services. Administrative practices were discussed and compared to the standards stated on the Checklist on Service Policies and Practices. The result of this survey indicated that the District office complies with 80% of these standards.

Specific categories discussed were:

A. Community Relations
1. Documentation (Registration and licensing forms and interviewing techniques)
2. Communications Systems with recipients (public announcements and materials)
3. Applicant/Recipient Accommodation
4. Complaints of Discrimination

B. Service Selection
1. Background Investigation

C. Service Provision
1. Service Placement (setting and counseling)

D. Health and Safety

Areas where modifications were recommended are as follows:

A. Community Relations ..... Office staff request and record applicants disabilities onto registration forms, special accommodation needs or performance related situations may be noted. However the specific disability is not to be recorded. Accommodations such as interpreters or TDD services are not being made. Staff is unaware of how to use TDD or how to secure interpreture services.
1. Documentation (Interview techniques)
2. Applicant/Recipient accommodation

B. Service Provision ..... Counselors questioning of disabled applicants typically addresses how tasks have been performed. Consequently, interview techniques are not equally addressing each applicants eligibility, performance capabilities, experiences and qualifications.
1. Service Placement (counseling techniques)

C. Health and Safety ..... Emergency procedure staff is unaware of any specialized techniques to evacuate or treat persons with disabilities.

Most of the modifications recommended focus on provision of specialized training on interviewing and providing assistance to applicants/candidates and recipients of department services.

CHECKLIST ON SERVICE POLICIES AND PRACTICES

FORM 6

Agency	Surveyor	Address	Telephone No.	Date
Department / **Address**	**Program Access Coordinator**	**Address**	**Telephone No.**	
Program Element/Unit	**Office Location**			

Part A. Evaluation of Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. COMMUNITY RELATIONS						
1. Notification						
a. Agreements and Contracts	The department makes periodic written notice that it does not discriminate against qualified persons with disabilities to its service recipients and contractors.					

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Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. COMMUNITY RELATIONS (cont.)	Notifications may include posting notices, statements in agreements and contracts, publications in newspapers, notices in departmental publications, letters, memos, etc.					
a. Agreements and Contracts (cont.)	The methods of conveyance and presentation used to disseminate the notifications are to ensure persons with sensory, manual, or speaking impairments are not denied equally effective notification as is provided others.					
1) Property Transactions	Department agreements or contracts that concern real property or interest in property contain a statement that assures non-discrimination toward persons with disabilities.					
	Such assurances remain in effect throughout the time frame of the contracts or use of the properties.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
A. COMMUNITY RELATIONS (cont.)						
2. Documentation						
a. Registration b. Licensing c. Transactions	Documents used by the department concerning provision of services and service recipients do not identify in a discriminatory manner the names of individuals with disabilities.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
3. Communication Systems						
a. Communications with Recipients	Departmental communication systems include methods for effectively communicating with applicants for services, service recipients, and volunteers who have impaired vision, hearing and speech. This system includes the availability of telecommunication devices and printed materials for persons with sensory and physical impairments.					
1) Public Announcements/ Materials	Communication methods and presentation techniques include those used in public service announcements and informational materials, instructional and learning settings, emergency service settings, reception and pre-service or care settings.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
4. Applicant/ Recipient Accommodation a. Special Training Arrangements b. Specialized Equipment Accommodation c. Facility Design Accommodation d. Support Services	The department has established a written policy and process on determining and providing accommodation to the individualized service delivery related needs of qualified applicants and service recipients. Provisions of reasonable accommodation may include but are not limited to pre-registration and registration, pre-licensing and licensing, testing arrangements, specialized equipment accommodation, and support service assistance.					
e. Undue Hardships	The department has procedures for determining and reviewing if a request for accommodations of a qualified applicant or recipient for services represents an undue hardship on the department (number of employees, size and type of facility, size of budget), the type of program operation, including composition and structure of work force, and the nature and cost of the accommodation needed.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
5. Complaints of Discrimination	The department has established for applicants and recipients of services procedures that provide resolution of discrimination complaints based on disability.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
B. SERVICE SELECTION						
1. Admissions/ Eligibility Standards and Requirements						
a. Academic Requirements	The department has no academic requirements on eligibility for services which have the effect of discriminating against qualified persons solely on the basis of disability.					
b. Background Investigations	Any health questionnaires, personal background investigation reports or inquiries request only identification and assessment of service-related factors and performance capabilities. Inquiries are not made regarding a person's disability or its severity unless the inquiry is specifically designed to meet service provision needs of the person with a disability.					

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Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE SELECTION (cont.)						
c. Applications	Application forms for services allow applicants to identify if specialized accommodations are needed for equal participation in testing processes.					
1) Pre-licensing Examinations						
2) Licensing Examinations						
d. Testing Instruments	Eligibility, admission and licensing tests used by the department have been validated to ensure that they are performance related, do not have adverse affects on persons with disabilities, or have less adverse affects than other tests currently available.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE SELECTION (cont.)						
e. Testing, Selection, and Performance Criteria	Testing methods, selection criteria, and performance measurements do not adversely affect the opportunity for admission, eligibility or performance of qualified persons with disabilities.					
1) Interview Techniques	Interview techniques and processes equally address each applicant's eligibility, performance capabilities, experiences, and qualifications. Unless relevant to meeting individualized needs, direct or indirect inquiries concerning an applicant's disability or its severity are not made.					

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Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE SELECTION (cont.)						
f. Eligibility/ Admissions	Lists maintained by the department pertaining to service recipients do not have the effect of discriminating against persons with disabilities.					
	As it is with other applicants and service recipients, the department has no policy or procedure which applies limitations upon the number or proportion of services that qualified persons with disabilities may receive.					
C. SERVICE PROVISION						
1. Consent/ Releases	When written notices of consent are requested from service recipients the methods and forms used ensure effective notice to persons with speaking or sensory impairments.					

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Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE PROVISION (cont.) 2. Service Placement a. Setting	Services to persons or classes of persons with disabilities are to be administered in the most socially integrated setting that is appropriate to the needs of qualified recipients. Services to qualified persons with disabilities are as effective as those provided to others who are not disabled.					
b. Counseling	Services which involve counseling do not direct individuals with disabilities away from opportunities even if historically such opportunities have been and currently may be more limited for persons with disabilities than those without disabilities.					
c. Training/ Client Assessment Programs	Orientation and training programs for recipients of the department's services are designed and presented to allow equal participation by persons with disabilities.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE PROVISION (cont.)						
d. Client Service Specification	Specifications or standards on services provided by the department do not arbitrarily exclude persons with disabilities.					
e. Transfers	Procedures or standards by which eligibility for transfer of services is determined, approved, and used, provide equal opportunity for qualified recipients with disabilities.					
f. Reinstatements	Criteria for offering and approving reinstatement of services do not limit the eligibility of qualified persons with disabilities.					
g. Compensation	Services provided by or through the department which involve financial assistance, do not provide less assistance to qualified persons with disabilities than that provided for others.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE PROVISION (cont.)						
h. Benefits	Service recipients are not given a reduced scope of benefits on the basis of disability.					
i. Client Assessment Systems	Client assessment systems address only client related and service provision performance criteria concerning the particular needs of the client or client group. Client assessment systems include probationary reports, periodic performance and status evaluations.					
j. Service Termination Procedures	The department's policies and practices regarding termination actions do not have the effect of discriminating against recipients with disabilities.					

Form 6 - Checklist on Service Policies and Practices

Category/Topic	Standards	Compliance Status			Description	Modifications
		Yes	No	N/A		
SERVICE PROVISION (cont.) k. Department Sponsored Activities	Policies and practices concerning department sponsored activities for potential and actual clients including social and recreational activities do not prohibit participation by recipients with disabilities.					
D. SERVICE EVALUATION	The department's evaluations or surveys of service recipients, service providers, or any program, project, or product sponsored or assisted by the department do not arbitrarily exclude the participation of persons with disabilities.					
E. HEALTH AND SAFETY	Emergency services and procedures, including training of service recipients, include specialized, individualized consideration of disabled recipients.					

Form 6 - Checklist on Service Policies and Practices

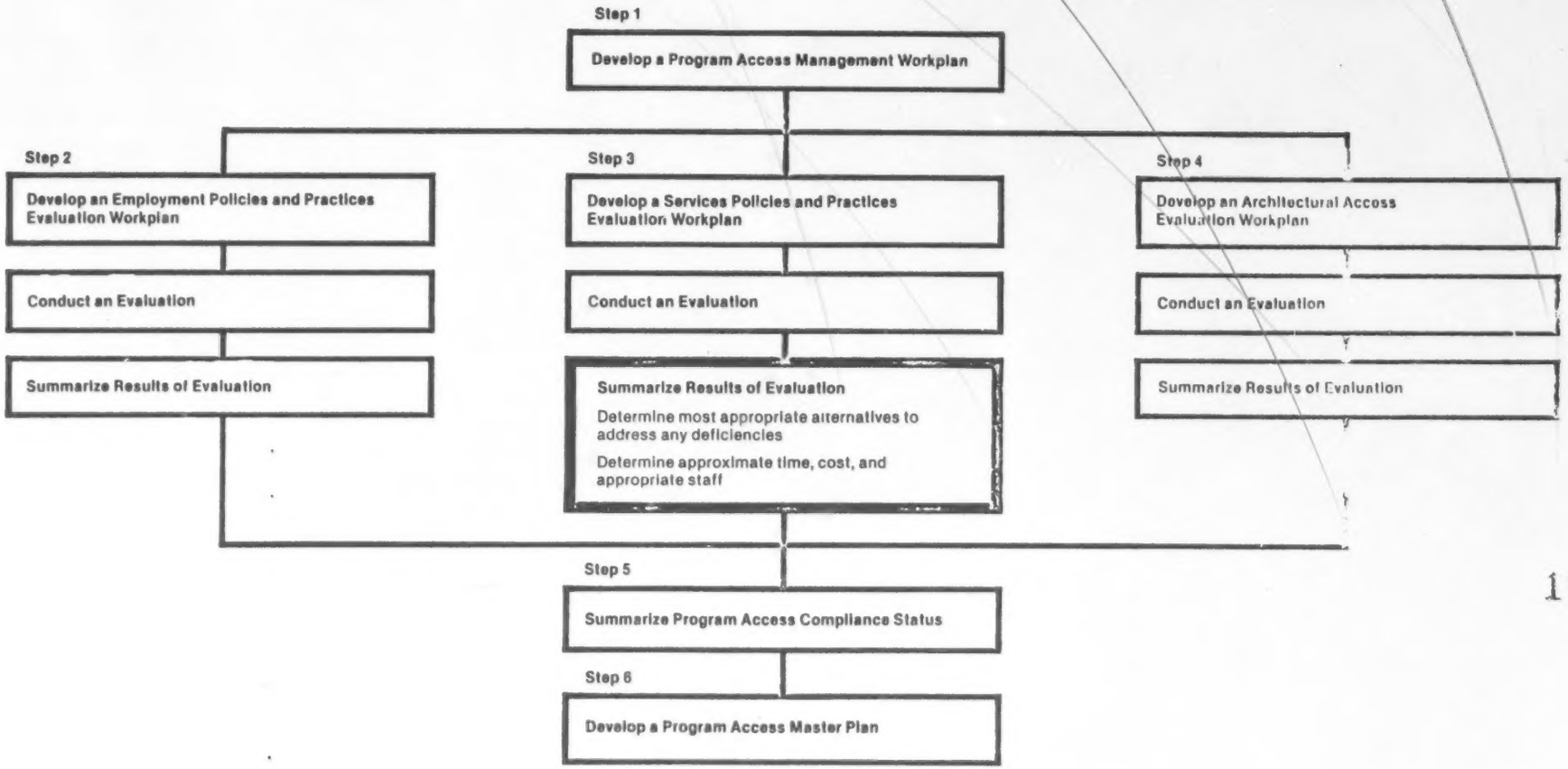
Part B Summary of Evaluation

Briefly in narrative format summarize the results of this evaluation

SUMMARY REPORT ON EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 7

Developing the Summary Report on Evaluation of Service Policies and Practices Step 3


Step 1
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Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Determine most appropriate alternatives to address any deficiencies
Determine approximate time, cost, and appropriate staff
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

SUMMARY REPORT ON THE EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 7

INSTRUCTIONS

This form is designed to provide a summary of the compliance status of the department's service policies and practices that were evaluated with Form 6, Checklist on Service Policies and Practices. Once completed, the information from Form 7 will be consolidated, along with the information from Form 4, Summary Report on the Evaluation of Employment Policies and Practices, and Form 10, Summary Report on Architectural Access of Facilities Access, onto Form 11, Summary of Program Access Compliance Status. These forms are included in the Program Access Master Planning Guide which is available from the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814 (916) 323-6975 (Voice or TDD).

Form 7 consists of three parts: Part A, Summary of Program Elements, Locations, and Surveyors; Part B, Summary of Findings and Part C, Summary of Evaluation.

Date: The date (month, day, year) this form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature; etc.

Department: The name and address of the department.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program access.

PART A SUMMARY OF PROGRAM ELEMENTS, LOCATIONS, AND SURVEYORS

This part summarizes the activities that were performed to evaluate the service provision compliance status of the program elements/units within the department.

Program Element/Unit

Program Element: The major, essential, and/or fundamental program component(s) of the department through which service policies and practices are administered, e.g., Public Health and Safety.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which service policies and practices are administered, e.g., Program Development Bureau, Field Operations Section, etc.

Location/Office Code

Location: The address, room and telephone numbers of the facilities where the department's service policies and practices are administered.

Office Code: The number applied by the department to identify each of the facilities used in administering its service policies and practices.

Surveyor: The name, address and telephone number of the person who evaluated the compliance status of the service policies and practices at a given location.

Summary of Major Tasks: The activities performed by the surveyor to evaluate the service policies and practices at a given location.

Form 7 - Summary Report on the Evaluation of Service Policies and Practices, continued

PART B SUMMARY OF FINDINGS

This part provides a summary of the recommended modifications to bring the department's service policies and practices into full compliance.

Category/Topic: The basic elements of a department's service provision system reviewed for compliance with stated standards.

Office Code: The number applied by the department to identify each facility administering and delivering its services.

Description: A descriptive statement on the policy or practice that does not comply with stated standards.

Modification: A statement on the recommended modification(s) appropriate to correct the deficiency.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

Estimated Time Frame: Date (month and year) that a modification will be completed.

Estimated Cost/Hours: The dollar cost and/or staff hours that must be expended to complete a modification.

PART C SUMMARY OF EVALUATION

A brief narrative summary of the department's overall status with respect to compliance with service policies and practices. This statement should include a description of major accessible and inaccessible areas and the anticipated time frame for making needed modifications.

FORM 7 - Summary Report on Evaluation of Service Policies and Practices - Completed Excerpts

Part A. Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyor	Summary of Major Tasks
Administration Training Office	No 1 231 16th Avenue Los Angeles, Ca 90007	Fred Johnson Service evaluation committee	Reviewed Department Training manual re training policies relating Development and Presentation of Programs to Recipients of Services

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Form 7 - Summary Report on Evaluation of Service Policies and Practices - Completed Excerpt

Part B. Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Time Frame	Estimated Cost/Hours
A. Community Relation 1. Communication with Recipients	No 1	Department policy on providing training to all eligible recipients does not include provisions for communicating with Sensory impaired persons.	Rewrite policy to include provisions for sign language interpreters, readers, support services assistants and/or TDDs.	Alice Abbs	10/1/81 - 12/31/81	60 hours

Part C Summary of Evaluation

Briefly in narrative format, summarize the results of the evaluation of service policies and practices.

Time Frame, Sources and Methods of review

During October, November and December 1981 the service policies and practices of the department were evaluated. The evaluation included a review of service practices within 20 of the 120 department district offices and a review of the following administrative manuals.

1. XTB Administrative Policies and Procedures Manual
2. Licensing and Registration Procedures Manual (Volumes I, II and III.)
3. Investigation and Compliance Procedure Manual (I & II)

The evaluation covered the department policies and practices on Community Relations, Service Selection, Service Provision, and Health and Safety. A 20 member special task force composed of Department staff reviewed procedural manuals, pre-registration, pre-licensing, registration licensing and investigation documents, service recipient records and interviewed office staff responsible for providing services to clients. This committee was selected on the following basis:

1.) Knowledge of department and related federal department laws and rules
2.) Awareness of service barriers to persons with disabilities.
3.) Familarity with department policy and procedural manual
4.) Representation of Geographic areas in which the department has offices

Summary of Review

The result of the evaluation indicated department service policies and practices are generally in compliance with the standards shown on the October 1981 Service Evaluation checklist

Service Policy and Practice Categories requiring the most significant modifications are Service Provision and Safety. The Department Licensing and Registration manual will require extensive revision in each of those areas where....

It is estimated these modifications will require involvement of _____ staff members and approximately _____ months to develop the modifications, receive executive office approval and publish adjusted policies.

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SUMMARY REPORT ON THE EVALUATION OF SERVICE POLICIES AND PRACTICES

FORM 7

Date

Agency | Address

Department | Address

Program Access Coordinator | Address | Telephone Number

Part A. Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyor	Summary of Major Tasks

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Form 7 - Summary Report on Evaluation of Service Policies and Practices

Part B Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Timeframe	Estimated Cost/Hours

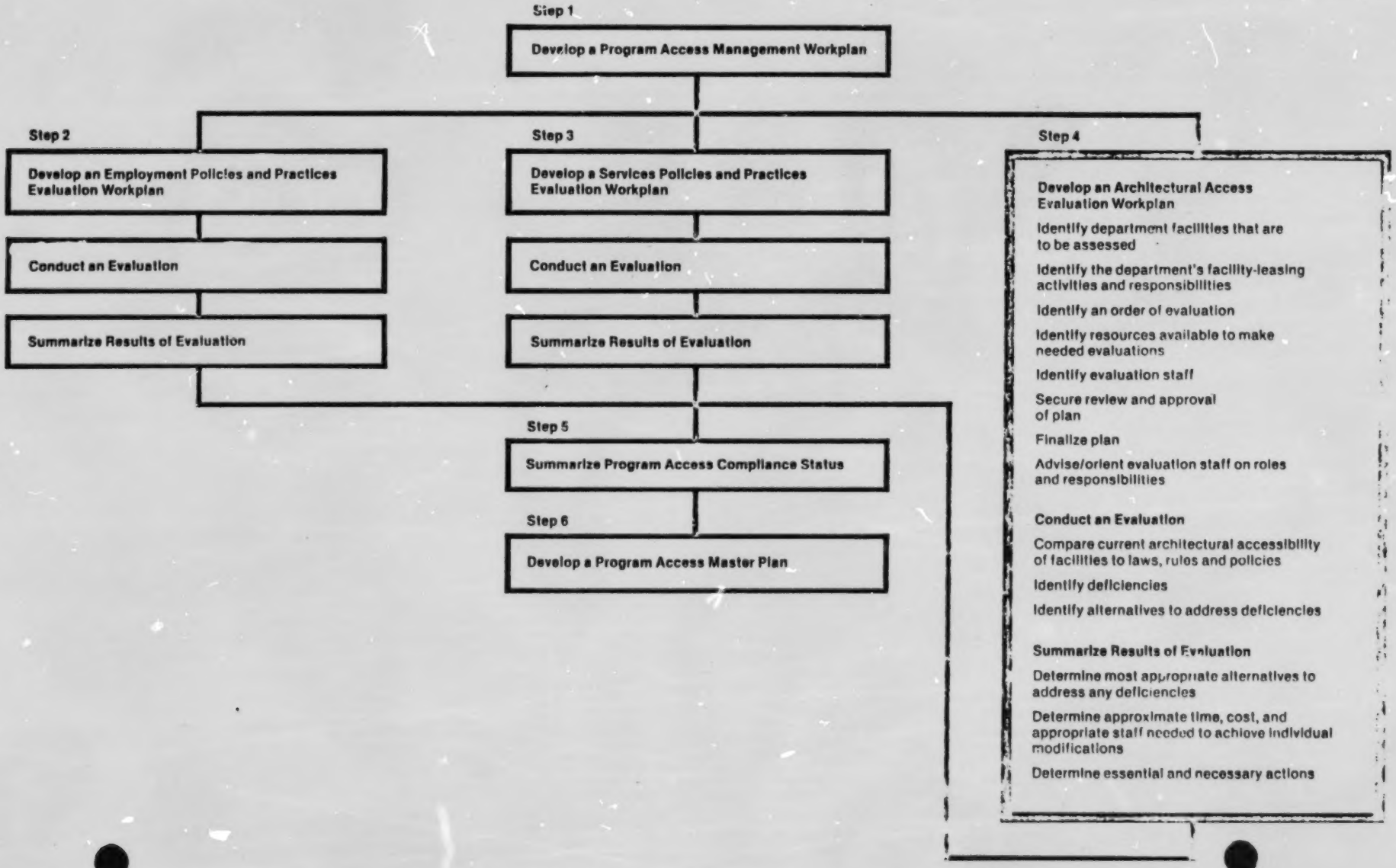
Form 7 - Summary Report on Evaluation of Service Policies and Practices

Part C Summary of Evaluation

Briefly in narrative format summarize the results of the evaluation of service policies and practices.

Section V
Architectural Access of Facilities

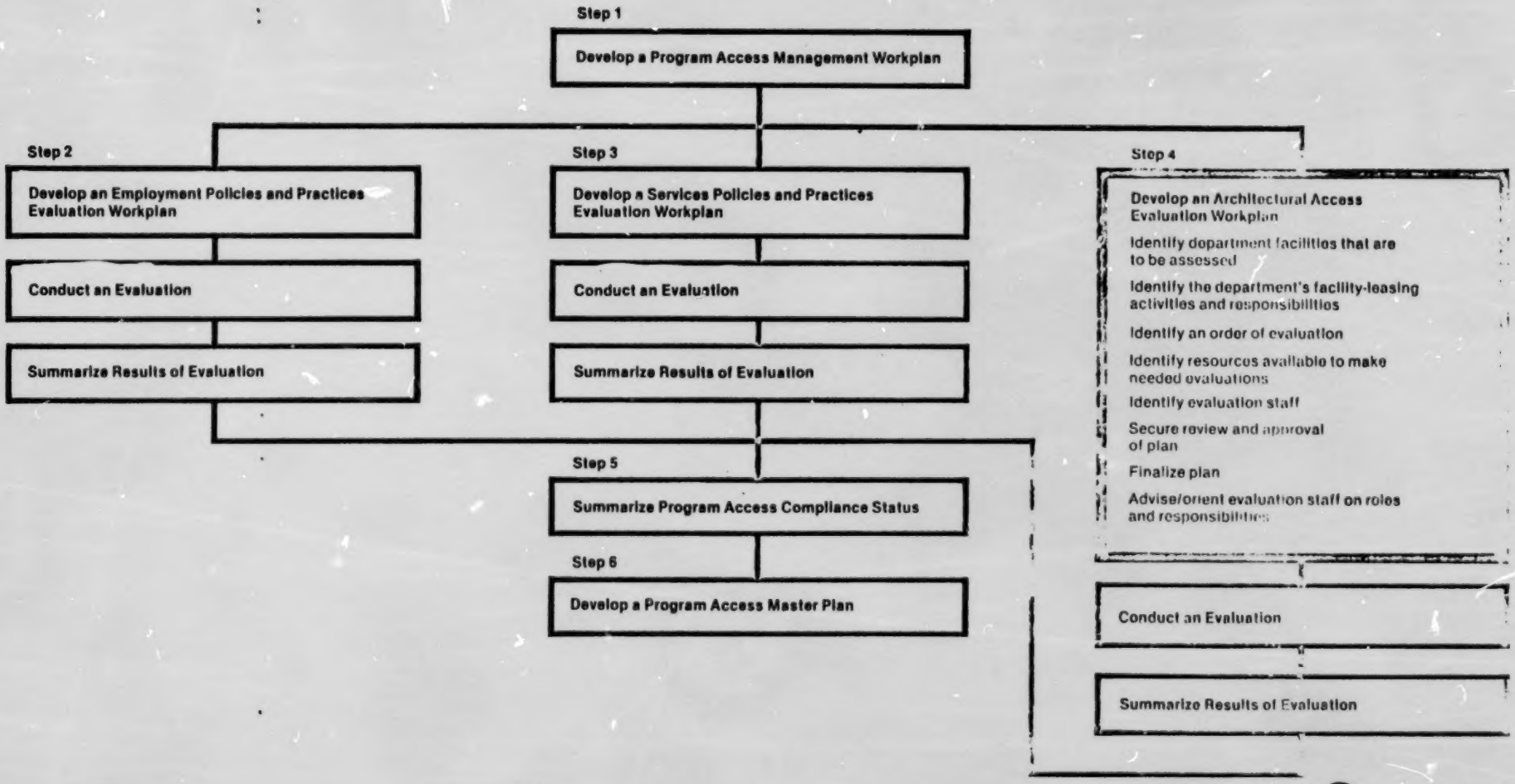
Planning, Evaluating and Reporting on Architectural Access of Facilities
Step 4


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Identify department facilities that are to be assessed
Identify the department's facility-leasing activities and responsibilities
Identify an order of evaluation
Identify resources available to make needed evaluations
Identify evaluation staff
Secure review and approval of plan
Finalize plan
Advise/orient evaluation staff on roles and responsibilities
Conduct an Evaluation
Compare current architectural accessibility of facilities to laws, rules and policies
Identify deficiencies
Identify alternatives to address deficiencies
Summarize Results of Evaluation
Determine most appropriate alternatives to address any deficiencies
Determine approximate time, cost, and appropriate staff needed to achieve individual modifications
Determine essential and necessary actions
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

PLANNING THE EVALUATION OF ARCHITECTURAL ACCESS

FORM 8

Planning the Evaluation of Architectural Access
Step 4


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Identify department facilities that are to be assessed
Identify the department's facility-leasing activities and responsibilities
Identify an order of evaluation
Identify resources available to make needed evaluations
Identify evaluation staff
Secure review and approval of plan
Finalize plan
Advise/orient evaluation staff on roles and responsibilities
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

PLANNING THE EVALUATION OF ARCHITECTURAL ACCESS

FORM 8

INSTRUCTIONS

This form is designed to assist with identification of each of the facilities that house the department's employment and service activities, the nature and duration of the department's encumbrance on the facilities, and an estimation of the staff needed to evaluate the architectural accessibility of the facilities.

Use Form 1, Program Access Management Workplan (Parts B and C), and Form 9, Checklist on Facility Access, to complete Form 8. The categories listed on this form may not cover all of the criteria the department should consider before determining its evaluation priorities. Therefore, a careful review of the form may be necessary to identify any needed modifications.

Date: The date (month, day, year) that the form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Legislature; etc.

Department: Name and address of the department.

Form Preparer: The name, address and telephone number of the person preparing this form.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

Program Element: The major, essential and/or fundamental program components through which the department fulfills its mission, e.g., Administration, Licensing/Registration Enforcement, Compliance, Planning and Coordination, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within a given program element.

Program Locations The addresses, room numbers, and telephone numbers of the locations where the department's employment and service policies and practices are administered.

Service Delivery Location

Department Owned: The facility is owned by the department.

Leased/State Owned: The facility where the program element and unit is administered is owned by the State and leased through the Department of General Services or a state department other than the one completing this form.

Leased/Public: Leased from city, county, or federal government.

Leased/Private: Leased from a private individual or organization.

E Employees: Indicate the average number of persons employed annually at the facility.

R Recipients: Indicate the average number of persons served annually at the facility.

Form 8 - Planning the Evaluation of Architectural Access, continued

Facility Dates

Lease Date: Date (month, day, year) lease agreement was approved, date the lease expires, and date notice of lease renewal will be sent to the department; percent of state occupancy.

Date of Construction: Date (month, day, year) the facility was constructed.

Service Delivery System

D Direct: most services to employees and liaison entities are provided on the premises of the facility.

I Indirect: most services to employees and liaison entities are provided off the premises of the facility.

Proposed Major Tasks: A brief statement of the major steps anticipated to conduct the evaluation.

Surveyor: The name, address and telephone number of the person(s) responsible for conducting the evaluation of facility access.

Estimated Time Frame: Date (month, day, year) that an evaluation will be completed.

Form 8 - Planning the Evaluation of Architectural Access - Completed Excerpt

Program Element/Unit	Program Location(s)	Service Delivery Location: Dept. Owned (E, R)	Leased/State Owned (E, R)	Leased/Public (E, R)	Leased/Private (E, R)	Facility Dates: Lease Dates	Date of Construction	Service Delivery System: D	I	Proposed Major Tasks	Surveyor	Estimated Timeframe
Administration	Headquarters 718 7th Street Sacramento, Ca 95814 (916) XXX-XXXX (voice or TDD)				50 / 70 49% State			D 10%	I 90%	1. Use Form 9 Checklist on Evaluation of facility access to assess headquarters physical access 2. Summarize results 3. Prepare a training course on use of materials 4. Train department staff member on performing evaluations	Jim Martinez Business Service Office 718 7th Street Sacramento, Ca 95814 (916-XXX-XXXX	9/1-30/81

PLANNING THE EVALUATION OF ARCHITECTURAL ACCESS

FORM 8

Date

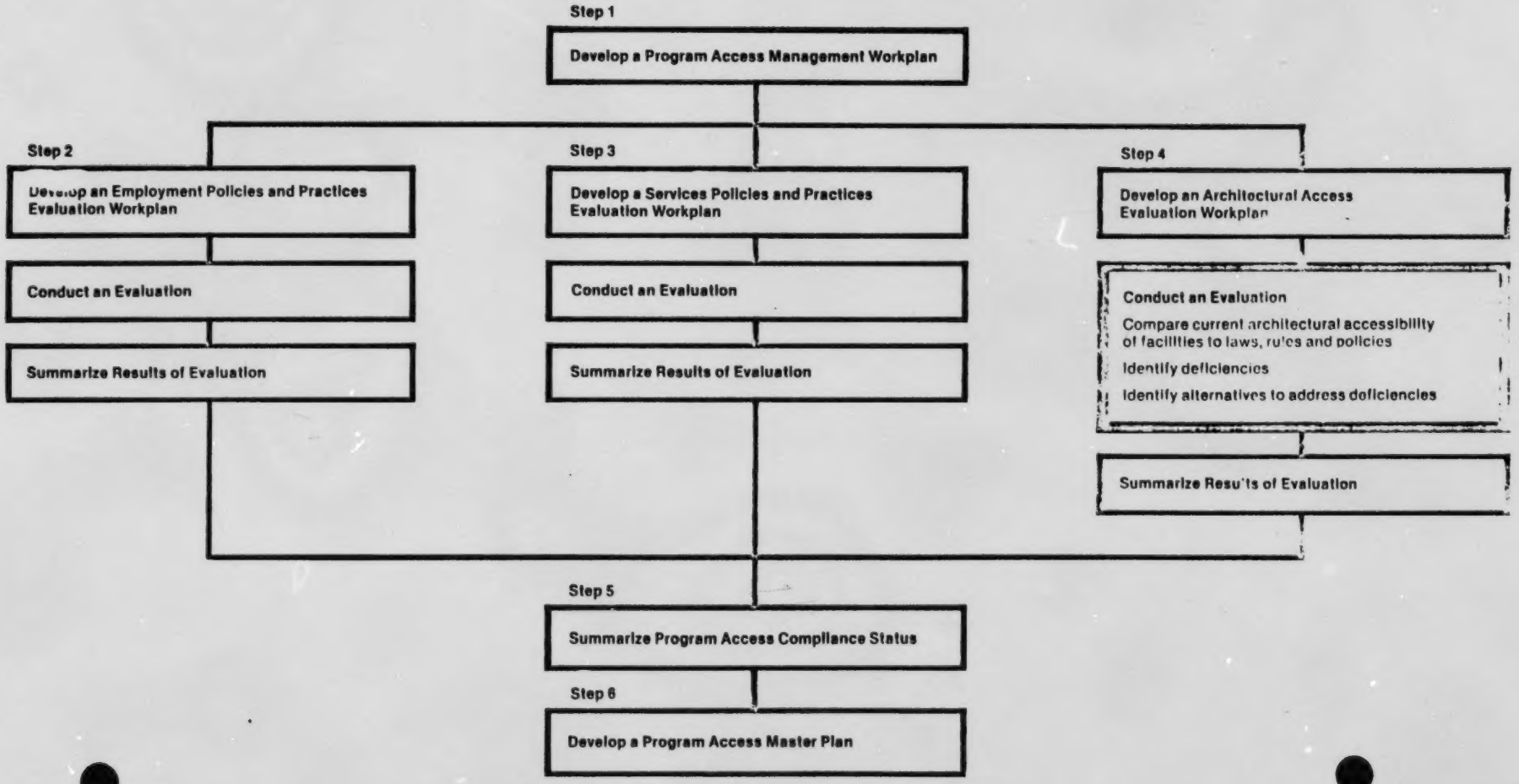
Agency	Form Preparer	Address	Telephone Number
Department	Program Access Coordinator	Address	Telephone Number

Program Element/Unit	Program Location(s)	Service Delivery Location								Facility Dates		Service Delivery System		Proposed Major Tasks	Surveyor	Estimated Timeframe
		Dept. Owned		Leased/ State Owned		Leased/ Public		Leased/ Private		Lease Dates	Date of Construction					
		E	R	E	R	E	R	E	R			D	I			

CHECKLIST ON FACILITY ACCESS

FORM 9

Conducting an Evaluation on Architectural Access of Facilities
Step 4


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Compare current architectural accessibility of facilities to laws, rules and policies
Identify deficiencies
Identify alternatives to address deficiencies
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

CHECKLIST ON FACILITY ACCESS

FORM 9

INSTRUCTIONS

This checklist is designed to assist with evaluation of each facilities architectural accessibility and identification of alternatives for modifying discrepancies within the three categories of Facility Approach, Public Traveled Areas and Internal Program Areas.

The checklist is to be used in conjunction with the Summary of Architectural Standards and Requirements, November, 1981. For a copy of the summary, contact the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916)323-6975 (voice or TDD).

Facility Approach: The paths of travel that lead to entrance and exit areas of the facility and those connecting the facility to adjacent structures or activity areas; Evaluation categories should include parking, passenger loading zones, ramps, outside routes, outside assembly and performing areas, elevators and platform lifts, doors and gates, stairs, control and operating mechanisms, handrails and handgrips, alarms and hazard warning signals, public telephones and drinking fountains;

Public Traveled Areas: Entrance and exit areas and common paths of travel between the facility approach and internal program areas; Evaluation categories should include doors and gates, inside routes, ramps, inside assembly and performing areas, elevators and platform lifts, stairs, control and operating mechanisms, handrails and handgrips, restrooms, alarms and hazard warning signals, public telephones, drinking fountains, and windows;

Internal Program Access: Areas utilized by employees and service recipients when they are engaged in program activities; Evaluation categories should include inside routes, office space, ramps, doors and gates, elevators and platform lifts, stairs, control and operating mechanisms, handrails and handgrips, restrooms, alarms and hazard warning signals, drinking fountains and windows.

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Suggested tools for making needed measurements are:

1. 12 ft. and 300 ft. tape measures;

   10,000 ft. walking measuring wheel (optional)

2. Spring pressure gage (measures door pressures)
3. Blueprint (map) of facilities to be evaluated

Date: The date (month, day, year) the form is completed.

Agency: The agency to which the department is administratively responsible, e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Resources Agency; Legislature, etc.

Program Element: The major, essential and/or fundamental program component(s) of the department through which employment and service policies and practices are administered, e.g., Administrative Services Division, Personnel Management Division, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) through which employment and service activities are administered, e.g., Accounting Office, Business Services Office.

Location: The address, room numbers, and telephone numbers of the facility being evaluated.

Department: The name and address of the department.

Surveyor: The name, address, and telephone number of the person(s) responsible for performing the evaluation of the facility.

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Form 9 - Checklist on Facility Access, continued

Program Access Coordinator: The name, address and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparing a plan to achieve full program accessibility.

Category/Topic: The specific items or areas of a facility reviewed for compliance with stated standards.

Complies with Standards/Requirements

Check the column(s) for the standard(s) with which the facility complies.

ATBCB The facility complies with the standards of the Federal Architectural and Transportation Barriers Compliance Board.

ANSI The facility complies with the standards of the American National Standards Institute.

GSA The facility complies with the standards of the Federal General Services Administration.

UBC The facility complies with the Uniform Building Code.

OSA The facility complies with the regulations of the State Department of General Services, Office of State Architect.

Does Not Comply: The item or area of the facility is not in compliance with any of the architectural standards.

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In determining the current level of architectural accessibility and the most feasible and legally mandated standards, use the Summary of Architectural Standards and Requirements, November, 1981 published by the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916)323-6975 (voice or TDD). This text summarizes five major architectural standards and requirements:

1. Federal Architectural and Transportation Barriers Compliance Board (ATBCB)

2. American National Standards Institute (ANSI)

3. Federal Department of General Services Administration (GSA)

4. Uniform Building Code (UBC)

5. California Department of General Services, Office of State Architect Proposed Regulations (OSA)

There are significant similarities in these five standards and requirements, however, due to disparity in effecting legislative changes, each is not considered equivalent. ATBCB, OSA, and ANSI reflect the most current standards on architectural access. OSA is the standard to be used as the minimum standard of compliance. In some instances ATBCB, ANSI, GSA and UBC meet or exceed existing state laws on accessible facilities.

Description: A descriptive statement on the item or area of the facility that does not comply with the standard.

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Form 9 - Checklist on Facility Access, continued

Modification: A statement on the type of modification(s) appropriate to correct the deficiency. Use the applicable standards and requirements to determine the options available for making a particular item or area of a facility accessible.

Staff Responsible: The person(s) responsible to ensure completion of the recommendations noted in the modification column.

PART B. SUMMARY OF EVALUATION

A brief summary of the facilities accessibility in terms of the three categories: Facility Approach, Public Traveled Areas and Internal Program Areas. Identify the most and least accessible areas.

REFERENCES

The following resources may provide assistance in completing this form:

Map of facility being evaluated

Department Organizational Chart

Office of Statewide Compliance Coordination Publications:

Statewide Guidelines on Program Access for Persons with Disabilities, November, 1981.

Index of Federal Regulations and Court Cases on the Implementation of Section 504 of the Federal Rehabilitation Act of 1973, November, 1981.

Summary of Architectural Standards and Requirements, November, 1981.

Department of Rehabilitation, Mobility Barriers Section Publications:

California Access Laws, July, 1980.

Site Inspection Checklist (revised), February, 1980.

Federal Regulations, i.e. the regulations, guidelines or policies of those federal departments that historically have provided funding to the department.

The following federal departments have established regulations, guidelines or policies on effecting implementation and compliance with Section 504. Copies of the regulations, guidelines or policies may be obtained by writing the respective federal department or by securing the appropriate edition of the Federal Register (FR).

Agency	FR Location
*ACTION	44 FR 31018 (1979)
*Agency for International Development	45 FR 64926 (1980)
Civil Aeronautics Board	44 FR 32401 (1979)
*Community Services Administration	46 FR 5620 (1981)
Department of Agriculture	44 FR 4620 (1979)
Department of Commerce	43 FR 53766 (1978)
Department of Defense	44 FR 53750 (1979)
*Department of Education	42 FR 22676 (1977)
*Department of Energy	45 FR 40514 (1980)
*Department of Health and Human Services	42 FR 22676 (1977)
Department of Housing and Urban Development	43 FR 16552 (1978)
Department of Interior	45 FR 24074 (1980)
*Department of Justice	45 FR 37620 (1980)
*Department of Labor	45 FR 66706 (1980)
*Department of State	45 FR 69437 (1980)

*Indicates federal departments having regulations established as of August 1981. An approximate 167 departments may establish such regulations.

Form 9 - Checklist on Facility Access, continued

*Department of Transportation	44 FR 31442	(1979)
*Department of Treasury (Revenue Sharing)	46 FR 77356	(1980)
Environmental Protection Agency	46 FR 14343	(1981)
Equal Employment Opportunity Commission	44 FR 68482	(1979)
Federal Home Loan Bank Board	43 FR 16190	(1978)
General Services Administration	44 FR 62298	(1979)
Interstate Commerce Commission	43 FR 25152	(1978)
*Legal Services Corporation	44 FR 55175	(1979)
*National Aeronautics and Space Administration	44 FR 52680	(1979)
*National Endowment for the Arts	44 FR 22731	(1979)
*National Endowment for the Humanities	44 FR 22730	(1979)
*National Science Foundation	43 FR 16518	(1978)
*Nuclear Regulatory Commission	45 FR 14533	(1980)
*Office of Personnel Management	45 FR 22676	(1977)
*Small Business Administration	44 FR 20068	(1979)
*Tennessee Valley Authority	45 FR 22893	(1980)
*Veteran's Administration	45 FR 63264	(1980)
Water Resources Council (dissolved 9/30/81)	43 FR 54262	(1978)

*Indicates federal departments having regulations established as of August 1981. An approximate 167 departments may establish such regulations.

TECHNICAL ASSISTANCE

Technical consultative assistance on the interpretation of laws, and standards may be obtained from the following:

Source	Information
Department of Rehabilitation ABLEDATA Center Mobility Barriers Section	Information on a variety of specialized equipment to accommodate the architectural access needs of persons with disabilities.
Department of General Services Office of the State Architect Handicapped Compliance Unit	Information on state architectural regulations
State Building Standards Commission	Information on state building standards and codes

FORM 9 - Checklist on Facility Access - Completed Excerpt

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Location No. 3 Stockton Field Office
414 California St. Stockton, CA 90000

This facility is a state-owned single dwelling with 200 private parking spaces.

Part A Facility Approach - The paths of travel that lead to entrance and exit areas of the facility and those connecting the facility to adjacent structures or activity areas.

Category/Topic	Complies with Standards/Requirements					Does Not Comply	Description	Modification
	ATBCB	ANSI	GSA	UBC	OSA			
IX. Parking		Y					Three parking spaces are allocated for disabled persons.	N/A
A. Number B. Location						X	Space # 27 is not at the nearest accessible entrance.	1. Recommend comply with OSA 2. Make space 3, 5, or 7 the new accessible space to replace #1 27

Form 9 - Checklist on Facility Access - Completed Excerpt

Part B - Summary of Evaluation

Briefly in narrative format summarize the results of this evaluation.

Time Frame / Parameters of Facility Access

On November 10 and 11, 1981, a survey was conducted on the architectural access of the Stockton District Office, which houses the Licensing and Registration Unit, and the Investigation and Enforcement Units. This office was one of 110 department offices to be surveyed. The evaluation process covered all twenty architectural categories of the State Architectural Access Regulations (ASR) as shown in the Summary of Architectural Standards and Requirements, November 1981.

Evaluation Committee

Jill Conn, Amanda Trimmer, and Harry Wells served on the evaluation team

Summary of Findings

The results of this survey indicated that Facility Approach is accessible; Public Traveled areas and Internal Program areas are basically inaccessible at this time. Areas requiring the most significant adjustments in order to achieve architectural access are elevators, inside stairs and ramps, public assembly areas, and protruding objects.

1. Elevators

The three elevators in the building require braille and large print signage.

2. Stairs

The inside stair case to the second floor requires a handrail

CHECKLIST ON FACILITY ACCESS

FORM 9

Agency	Form Preparer	Address	Date / Telephone Number
Department	Program Access Coordinator	Address	Telephone Number
Location			

PART A FACILITY APPROACH - The paths of travel that lead to entrance and exit areas of the facility and those connecting the facility to adjacent structures or activity areas.

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PARKING									
Spaces	IX.								
Number	IX.A								
Location	IX.B1,2								
Hazard	IX.B3								
Stall Description	IX.C1-4								
Vehicle Access Clearance	IX.D								
Carports, Garages	XX.D1								
Signage	XIV.A								
Accessible	XIV.A								
Width-Height	XIV.A2								
Contrast & Color	XIV.A2								
International Symbol	XIV.D								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PARKING (continued)									
Ramps	XI.A1f,g								
Curbs									
Width	XI.A3								
Slope	XI.A4,5								
Cross Slope									
Vehicle Encroachment	IX.F								
Pedestrian Access	IX.F1-5								
Routes/Spaces	XII.A-D 5b								
Level Change	XII.D7								
Emergency Egress	XII.G1-8								
Carports, Garages	XX.D1								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PASSENGER LOADING/UNLOADING	X.A-H								
Spaces									
Number									
Location									
Clearances									
Ramps	XI.G								
Location	XI.A-B8								
Slope									
Width									
Landings									
Surfacing									
Handrails/Handgrips									

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PEDESTRIAN ACCESS									
Routes/Spaces	XII.A								
Location	XII.B								
Width	XII.C								
Surfaces	XII.D								
Gratings	XII.D5								
Level Changes	XII.D7								
Verticle Clearance	XII.E								
Protruding Objects	XII.F								
Hazard Warnings	VIII								
Vehicular Areas	VIII.A1								
Stairs	VIII.A2b								
Reflecting Pools	VIII.A3								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PEDESTRIAN ACCESS									
Hazard Warnings (continued)									
Drinking Fountains	VIII.A4								
Curb Ramps	VIII.A5								
Walking Surface	VIII.B1,2								
Barriers	VIII.D								
Ramps/Curbs	XI								
Number	XI.A1								
Locations	XI.A2a-h								
Width	XI.A3								
Slope	XI.A4,5								
Surface	XI.A6								
Edge Treatment	XI.A7a,b								
TELEPHONES-PUBLIC									
Signage	XIV.C4								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TELEPHONES (continued)									
Clear Floor Space	XVII.B-H								
Enclosures									
Reach									
Height									
Telephone Books									
DRINKING FOUNTAINS									
Location	V.B,D								
Clearance									
Spout									
Controls	V.F								
STORAGE-OUTSIDE									
Approach	XVI.H								
Clear Floor Space	XVI.B								
Shelves	XVIII.I								
Hardware	XVI.G								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
COMMON SPACES									
Disposal Areas	XX.C1a								
DOOR/GATES	IV.A-C								
Entrances									
Number									
Width									
Height									
Maneuvering Space									
Opening/Closing Force	IV.G								
Hardware									
Tresholds	IV.H								
Automatic	IV.I								
Signage	XIV.A1,B2								
Controls/Operating Mechanisms									
Operable Force	III.E1-2								

Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ELEVATORS/LIFTS-Outside	VI.A1-3h								
Automatic									
Location									
Thresholds	VI.A5a-c								
Clear Floor Space	VI.A6-7g								
Control Panels	VI.A7-8g								
Emergency Inter-Communications	VI.A9a-d								
In-Car Position Indicators	VI.A10a-g								
Doors	VI.A11a-h								
Lobby Call Buttons	VI.A12a-f								
Hall Lantern Indicators	VI.A12a-f								
Signage	XIV.C1a-3e								
Telephone									
(See Emergency Inter-Communications)	VI.A9								

Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ELEVATORS/LIFTS-Outside (continued)									
Platform Lifts	VI.B								
Location	VI.1a-3c								
Size									
Entrance/Exit									
Surface									
Leveling	VI.B4-6g								
Controls	VI.B5								
Safety	VI.B6a-g								
STAIRS	XV.A-F3								
Number	XV.A1								
Width	XV.B								
Risers	XV.C								
Tread	XV.D								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
STAIRS (continued)									
Nosings	XV.E								
Landings	XV.F3								
Handrails/Handgrips	VII.A1a-6 B1a-4c								
ROUTES/SPACES	XII.								
General	XII.A-C8								
Location									
Width									
Surface	XII.D								

Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ASSEMBLY/PERFORMING AREAS									
Assembly Areas	II.A1-3c								
Viewing Positions									
Accessible Routes									
Clearance									
Surface									
Patios, Terraces	XX.D1								
Performing Areas	II.B1-2								

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Form 9 - Checklist on Facility Access

PART A FACILITY APPROACH (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
DOORS	IV.								
Entrances	IV.A1-6								
Number	IV.B1-5								
Width	IV.C1-7								
Height	IV.D								
Maneuvering Space	IV.E1-14								
Opening/Closing Forces	IV.F1-8								
Hardware	IV.G1-8								
Thresholds	IV.H1-4								
Automatic	IV.I1-4								
Control Mechanisms	III.A1								
Location	III.B1-2								

Form 9 - Checklist on Facility Access

PART B - PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
CONTROL MECHANISMS (continued)									
Reach Limitations	III.B1a-2								
Clear Floor Access	III.D1-7								
Operable Force	III.E1-2								
Signage	XIV.								
Accessible	XIV.A1-8								
ROUTES/SPACES									
General	XII.A1-8								
Location	XII.B								
Width	XII.C1-8								
Patios, Terraces	XX.D1								
Reflecting Pools	VIII.A4								

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Form 9 - Checklist on Facility Access

PART B - PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ROUTES/SPACES (continued)									
Carports, Garages	XX.D1								
Surfaces	XII. D7f								
Carpets	XII.D6a-j								
Method of Attachment									
Thickness									
Static Discharge									
Padding									
Level Changes	XII.D7d								
Vertical Clearance	XII.D1-2								
Protruding Objects	XII.F1-6								

5.1

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Form 9 - Checklist on Facility Access

PART B - PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ROUTES/SPACES (continued)									
Emergency Egress	XII.G1-8								
Hazard Warning	VII.B								
Signage									
Accessible	XIV.A1-8								
Informational	XIV.B1,4, 5								
ALARMS	I.A								
Number	I.A XX.A								
Audible	I.B1-3								
Visual	I.C1-6								

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Form 9 - Checklist on Facility Access

PART B - PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ALARMS (continued)									
Special Systems	I.D1-3								
Pull Stations	I.E								
ASSEMBLY/PERFORMING AREAS									
Viewing Positions	II.A1-4								
Dining Areas	II.C								
Routes/Spaces	II.C2								
Ramps									
Surface	XII.D								
Carpets	XII.D6a-j								
Signage	XIV.A-B5								
Doors, Gates	IV.B-E3								

Form 9 - Checklist on Facility Access

PART B - PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ASSEMBLY/PERFORMING AREAS (continued)									
Control Mechanisms	IV.F2								
Seating	II.C1								
Performing Areas	II.B1-2								
DRINKING FOUNTAINS									
Number	V.A								
Location	V.B1-2								
Clearance	V.C1-4								
Spout	V.D1-3								
Wing Walls	V.E1,2								
Controls	V.F1,2								

Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TELEPHONES - PUBLIC	XVII.								
Number	XVII.A XX.E								
Clear Floor Space	XVII.B1-2								
Enclosures	XVII.C1-4								
Mounting Height	XVII.D1-4								
Push Buttons	XVII.E								
Handset Cord Length	XVII.F								
Telephone Books	XVII.G								
Special Equipment	XVII.H1-2								
TURNSTILES/GATES (See Doors)	IV.B4-5								
Control Mechanisms	III.A1								
Location	III.B								
Operable Force	III.E1-2								

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Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TOILET/BATHING FACILITIES	XVIII.								
Number	XVIII.A1								
According to Gender	XVIII.A 2-3								
Location	XVIII.A4								
Water Closets	XVIII.A5								
Stalls	XVIII.A6								
Urinals	XVIII.A7								
Lavatories/Sinks	XVIII.A8								
Tubs/Showers	XVIII.A11								
Storage/Lockers	XVI.A12								
Minimum Number	XVI.A								
Clear Floor Space	XVI.B								
Alcove	XVI.C								
Height	XVI.D-E								
Clothes Rods	XVI.F								
Hardware	XVI.G								

Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Storage Lockers (continued)									
Control Mechanisms	III.								
Accessible Route	XVI.H								
Maneuvering Space	XVIII.B1-5								
Water Closets	XVIII.C								
Location	XVIII.C1								
Seats	XVIII.C2-3								
Fixtures	XVIII.C4-6								
Paper	XVIII.C7-8								
Toilet Access	XVIII.D								
Excluding Stalls									
Approach	XVIII.D1-6								

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Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Toilet Access (continued)									
Grab Bars	XVIII.D7-8								
Handgrip	VII.B1a-d								
Surface	VII.B2b								
Wall Clearance	VII.B3								
Structural Strength	VII.B4a-c								
Toilet Stalls	XVIII.E								
Transfer Position	XVIII.E2-3								
Grab Bars Mountings	XVIII.E6 a-b								
Stall Doors	XVIII.E5 a-g								
Urinals	XVIII.F1-6								
Lavatories/Sinks	XVIII.G								
Height	XVIII.G1, 4								
Clearance	XVIII.G2, 4								

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Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Lavatories/Sinks (continued)									
Floorspace	XVIII.G6-7								
Child Usage	XVIII.G3								
Hazards	XVIII.G8, 9								
Controls	XVIII.G10, 11								
Mirrors	XVIII.H								
Shelves	XVIII.I								
Medicine Cabinets	XVIII.J								
Bathtubs	XVIII.K								
Approach	XVIII.1-2								
Seats	XVIII.4a-d								
Grab Bars	XVIII.K5a-i								

Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Bathtub Fixtures	XVIII.K6 a-c								
Fixed Mounting Exception	XVIII.K6d								
Enclosures	XVIII.K7 a-c								
Shower Stall	XVIII.L1-10								
Fixtures	XVIII.L11- a-d								
Spray Nozzle	XVIII.L12- a-c								
Soap Dishes	XVIII.13 a-b								
Stall Enclosures	XVIII.15 a-c								
Seats	XVIII.15 a-c								
Grab Bars	XVIII.16 a-f								
STAIRS	XV.								
Number	XV.A1								
Exceptions	XV.A2-3								

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Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
STAIRS (continued)									
Width	XV.B1-5								
Risers	XV.C1-6								
Tread/Run	XV.C1-3								
Nosings	XV.E1-4								
Landings	XV.F1-3								
ELEVATORS	VI.A								
Standards	VI.A1,2								
Cars	VI.A3a-h								
Location	VI.A4a,b								
Thresholds	VI.A5a-e								
Clear Floor Space	VI.A6a-f								
Control Panels	VI.A7a-g								
Emergency Inter-Communications	VI.A9a-d								
In-Car Position Indicator	VI.A10a-g								

Form 9 - Checklist on Facility Access

PART B PUBLIC TRAVELED AREAS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ELEVATORS (continued)									
Elevator Doors	VI.A11a-h								
Lobby Call Buttons	VI.A12a-f								
Hall Lantern Indicators	VI.A13a-h								
LIFTS	VI.B								
Location	VI.B1a-c								
Size	VI.B2a,b								
Entrance/Exit	VI.B3a-c								
Leveling	VI.B4a,b								
Controls	VI.B5a,b								
Safety	VI.B6a-g								
Handgrips	VII.B								
Size	VII.B1a-d								
Surface	VII.B2a,b								
Wall Clearance	VII.B3								
Structural Strength	VII.B4a-c								

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Form 9 - Checklist on Facility Access

PART C - INTERNAL PROGRAM ACCESS - Areas utilized by employees and service recipients when they are engaged in program activities

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
SIGNAGE									
Accessible	XIV.A1-8								
Identificational	XIV.C								
Elevator Call Buttons	XIV.C1a-h								
Emergency Inter-Communications	XIV.C2								
Elevator Floor	XIV.C3a-e								
HAZARD WARNINGS									
Boarding Platforms	VIII.A6								
Hardware	VIII.C1,2								
ROUTES/SPACES	XII.								
General	XII.A								
Location	XII.B								
Individual Rooms	XX.D1								
Width	XII.C1-5								

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Form 9 - Checklist on Facility Access

PART C - ROUTES AND SPACES (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ROUTES/SPACES (continued)									
Maneuvering									
Turn Space	XII.C6-7								
Kitchens	XX.D3b								
Doors/Gates	XII.C8								
Surfaces	XII.D1-4								
Gratings	XII.D5a-b								
Carpets	XII.D6a-j								
Level Changes	XII.D7a-e								
Vertical Clearance	XII.E1-2								
Kitchens	XX.D3b								
Protruding Objects	XII.F1-6								
Emergency Egress	XII.G1-8								
CONTROLS/OPERATING MECHANISMS									
Air Conditioners/Heaters	XX.B								
Illumination									
Light Switches									

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
HANDRAILS/HANDGRIPS									
Handrails	VII.A								
Location	VII.A1a-e								
Height	VII.A2a-b								
Terminations	VII.A3a-f								
Mountings	VII.A4-6								
Handgrips	VII.B								
Size/Shape	VII.B1a-d								
Surface	VII.B2a, b								
Wall Clearance	VII.B3								
Structural Strength	VII.B4a-c								
PEDESTRIAN RAMPS	XI.B								
Location	XI.1a-c								
Width	XI.2a-d								
Slope	XI.3a-c 5a-b								

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
PEDESTRIAN RAMPS (continued)									
Rise/Projection	XI.4a-b								
Surface	XI.6								
Landing	XI.7a-f								
Curbs/Wheel Guides	XI.8i								
HAZARD WARNINGS	VIII.								
Alarms	I. XX.A								
Number	I.A								
Audible	I.B1-3								
Visual	I.C1-6								
Special Systems									
Auxiliary	I.D1								
Portable	I.D2								
Pull Stations	I.E								
Controls/Operating Mechanisms	III.								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
HAZARD WARNINGS (continued)									
Tactile Walking Surfaces									
Texture	VII.A2 B								
Barriers	VII.D								
DOORS/GATES/TURNSTILES									
Number	IV.B1								
Accessibility	IV.B2								
Revolving Door	IV.B3								
Turnstile	IV.B4								
Alternate	IV.B5								
Width	IV.C1-6								
Height	IV.D								
Maneuvering Space	IV.E1-14								
Opening Force	IV.F1-8								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
DOORS/GATES/TURNSTILES (continued)									
Hardware	IV.G								
Thresholds	IV.H								
Automatic	IV.I								
ASSEMBLY/PERFORMING AREAS									
Viewing Positions	II.A								
Number	II.A1								
Location	II.A2a-d								
Clearance	II.A3a-c								
Listening Systems	II.A4a-c								
Special Equipment	III.F1-3								
Performing Areas	II.B1,2								
Stairs	XV.								
Number	XV.A1-3								
Width	XV.B1-5								
Risers	XV.C1-6								
Tread/Run	XV.D1-3								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Stairs (continued)									
Nosing	XV.E1-4								
Landing	XV.F1-3								
Handrails	VII.A-B								
ELEVATORS	VI.A								
Standards	VI.A1,2								
Cars	VI.A3a-h								
Locations	VI.A4a,b								
Thresholds	VI.A5a-e								
Clear/Floor Space	VI.A6a-f								
Control Panels	VI.A7a-g								
Control Panel Buttons	VI.A8a-g								
Emergency Inter-Communications	VI.A9a-d								
In-Car Position Indicator	VI.A10a-g								
Elevator Doors	VI.A11a-h								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
ELEVATORS (continued)									
Lobby Call Buttons	VI.A12a-f								
Hall Lantern Indicators	VI.A13a-h								
LIFTS	VI.B								
Location	VI.B1a-c								
Size	VI.B2a,b								
Entrance/Exit	VI.B3a-c								
Leveling	VI.B4a,b								
Controls	VI.B5a,b								
Safety	VI.B6a-g								
Handgrips	VII.B								
Size	VII.B1a-d								
Surface	VII.B2a,b								
Wall Clearance	VII.B3								
Structural Strength	VII.B4a-c								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Signage									
Accessible	XIV.A1-8								
Identificational	XIV.C								
Elevator Call Buttons	XIV.C1a-h								
Emergency Inter-Communication	XIV.C2								
Elevator Floor	XIV.C3a-e								
Hazard Warnings									
Boarding Platforms	VIII.A6								
Hardware	VIII.C1,2								
DINING AREAS									
Illumination	XX.B								
Seating	II C1								
Accessible Interiors	II.C2								
Adjoin Accessible Routes	II.A2d								

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
DINING AREAS (continued)									
Doors	IV.B1-5								
Width	IV.C1-7								
Height	IV.D								
Maneuvering Space	IV.E								
Wheelchair Accommodation	II.A3b								
Surface	II.A3c								
Semi-Ambulatory	II.A3d								
DRINKING FOUNTAINS									
Number	V.A								
Location	V.A1,2								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
DRINKING FOUNTAINS (continued)									
Clearance	V.C1-4								
Spout	V.D1-3								
Wing Walls	V.E1,2								
Controls	V.F1,2								
KITCHENS									
Accessible Route	XX.D3a								
Minimum Clearances	XX.D3b								
Reach Limitations	XX.D3c								
Controls	XX.D3d								
Light Switches	XX.D								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	ULC	OSA			
SINKS									
Height	XX.D3 f (1), (2), (4)								
Width									
Depth									
Faucets	XX.D3 (f) (4)								
Plumbing	XX.D3 (f) (2)								
Cabinets	XX.D3 (f) (5)								
Counter	XX.D3 (f) (6)								
Floorspace	XX.D3 (f) (7)								
Surface	XX.D3 (f) (8)								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
KITCHENS (continued)									
Counters	XX.D3e								
Height									
Cabinets									
Thickness									
Floor Space	XX.D3e (4)								
Knee Clearance									
Surfaces	XX.D3e (5)								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Ranges/Cooktops	XX.D3 (g)								
Ovens									
Controls									
Refrigerators/Freezers	XX.D3 (h)								
Freezer Space Location									
Controls									
Self-defrosting									
Dishwashers	XX.D3 (i)								
Controls									
Accessible Racks									

Form 9 - Checklist on Facility Access

PART C - INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TELEPHONES	XX.E								
TOILET/BATHING FACILITIES									
Illumination	XX.B								
Switches									
Number	XVIII.								
Water Closets	XVIII.A 1-7								
Stalls									

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TOILET/BATHING FACILITIES (continued)									
Urinals	XVIII.A 8-13								
Fixtures									
Tubs									
Showers									
Lockers									
Maneuvering Space	XVIII.B 1-5								
Water Closet	XVIII.C 1-3								
Location									
Seats									

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
TOILET BATHING FACILITIES (continued)									
Fixtures	XVIII.C 4-8								
Paper Dispensers									
Toilet Access (excluding stalls)									
Approach	XVIII.D 1-6								
Grab Bars	XVIII.D 7-8								
Toilet Stalls									
Transfer	XVIII.E 1-3								
Clearance	XVIII.E4								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Toilet Stalls									
Stall Doors	XVIII.E 5a-g								
Grab Bars	XVIII.E 6a,b								
Urinals	XVIII.F 1-6								
Lavatories/Sinks	XVIII.G 1-11								
Mirrors	XVIII.H								
Shelves	XVIII.I								
Medicine Cabinets	XVIII.J								
Bathtubs									
Approach	XVIII.K 1-3								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Bathtubs (continued)									
Seats	XVIII.K 4a-d								
Grab Bars	XVIII.K 5a-i								
Mounting									
Location									
Fixtures	XVIII.K 6a-d								
Enclosures	XVIII.K 7a-c								
Shower Stalls	XVIII.L [illegible]-7								
Roll-in									
Transfer									315
Group Showers									

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Shower Stalls (continued)									
Height	XVIII.L 8-10								
Floor Slope/Surface									
Shower Stall Fixtures	XVIII.L 11a-d								
Spray Nozzle	XVIII.L 12a-c								
Soap Dishes	XVIII.L 13								
Enclosures	XVIII.L 14a,b								
Shower Stall Seats	XVIII.L 15a-c								
Grab Bars	XVIII.L 16a-f								
Controls/Operating Mechanisms									
Illumination	XX.B								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
Controls/Operating Mechanisms (continued)									
Number	III.A								
Location	III.B1								
Reach Limitations	III.C1-2								
Clear Floor Access	III.D1-7								
Approach									
Surface									
Operable Force	III.E1,2								
Special Equipment	III.F1-3								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
LAUNDRY AREAS	XX.D4								
Illumination	XX.B								
Light Switches									
Routes/Spaces	XII.A,B								
Level Changes	XII.D7								
Thresholds	IV.H1-4								
Doors									
Service Entrance	IV.A3								
Width	IV.C1								
Hardware	IV.G1,2								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
LAUNDRY AREAS (continued)									
Maneuvering Space	IV.E								
Surfaces	XII.D1-5								
Maneuvering Space	XII.C6,7								
Sinks	XX.D3f(1)								
Faucets	XX.D3f(4)								
Controls/Operating Mechanisms	IIIA-F								
Plumbing	XX.D3f(2)								
Counters	XX.D3f(6)								
Knee Clearance	XX.D3f(7)								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
SEATING/WORK SURFACES									
Minimum Number	XIII.A								
Clear Floor Area	XIII.B								
Sinks	XX.3f(7)								
Maneuvering Space	XIII.C								
Kitchens	XX.3e(4)								
Reach Limitations	XX.3c								
Knee Clearance	XIII.D								
Counter Height	XX.3e(i)								
Surface Height	XIII.E,F								

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Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
SEATING/WORK SURFACES (continued)									
Cabinets	XX.3e (2)								
Thickness	XX.3e (3)								
Surfaces	XX.3e (5)								
Sinks	XX.3f								
Height/Width	XX.3f (1)								
Plumbing	XX.3f (2)								
Depth	XX.3f (3)								
Cabinets	XX.3f (5)								
Counters	XX.3f (6)								

Form 9 - Checklist on Facility Access

PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
WINDOWS									
Number	XIX.A								
Hardware	XIX.B								
Force	XIX.B XX.F								

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Form 9 - Checklist on Facility Access

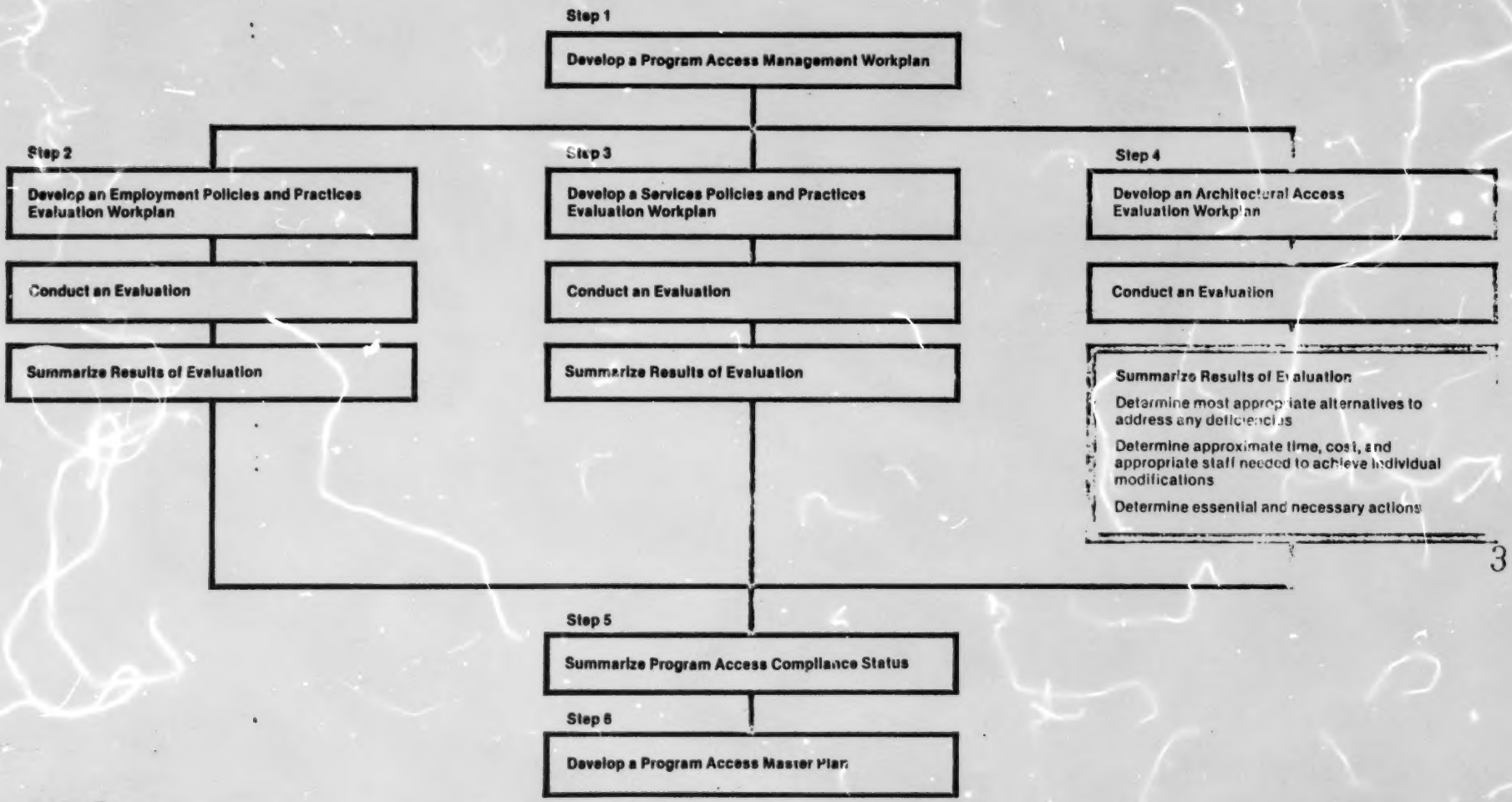
PART C INTERNAL PROGRAM ACCESS (continued)

Category/Topic	SASR Access Code	Complies with Standards/Requirements					Does not Comply	Description	Modification
		ATBCB	ANSI	GSA	UBC	OSA			
STORAGE	XVI. XX.J								
Minimum Number	XVI.A								
Clear Floor Area	XVI.B								
Alcove	XVI.C								
Height	XVI.D,E								
Clothes Rods	XVI.F								
Hardware	XVI.G								
Access Route	XVI.H								

SUMMARY REPORT ON THE EVALUATION OF ARCHITECTURAL ACCESS OF FACILITIES

FORM 10

Summarizing the Evaluation on Architectural Access of Facilities Step 4


Step 1
Develop a Program Access Management Workplan
Step 2
Develop an Employment Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 3
Develop a Services Policies and Practices Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Determine most appropriate alternatives to address any deficiencies
Determine approximate time, cost, and appropriate staff needed to achieve individual modifications
Determine essential and necessary actions
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan

SUMMARY REPORT ON THE EVALUATION OF ARCHITECTURAL ACCESS OF FACILITIES

FORM 10

INSTRUCTIONS

This form is designed to provide a summary of the outcome of the architectural accessibility evaluation that was completed on Form 9, Checklist on Facility Access. Once completed, the information on Form 10 will be consolidated, along with the information from Form 4, Summary Report on Evaluation of Employment Policies and Practices, and Form 7, Summary Report on Evaluation of Service Policies and Practices, onto Form 11, Summary of Program Access Compliance Status. These forms are included in the Program Access Master Planning Guide which is available from the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916)323-6975 (voice or TDD).

Form 10 consists of three parts: Part A, Summary of Program Elements, Locations, and Surveyors, Part B, Summary of Findings, and Part C, Summary of Evaluation.

Date: The date (month, day, year) the form is completed.

Agency: The agency to which the department is administratively responsible e.g., Consumer Services Agency; Health and Welfare Agency; Business, Transportation and Housing Agency; Youth and Adult Correctional Agency; Resources Agency; Legislature; etc.

Department: The name and address of the department.

Program Access Coordinator: The name, address and telephone number of the persons responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program access.

PART A. SUMMARY OF PROGRAM ELEMENTS, LOCATIONS AND SURVEYORS

This part summarizes the activities that were performed to evaluate the facility access compliance status of the program elements/units under the department.

Program Element: The major, essential and/or fundamental program component(s) of the department through which employment and service policies and practices are administered, e.g. Administrative Services Division, Personnel Management Division, etc.

Program Unit: The subcomponent(s) (office, section, bureau, etc.) within which the department's employment and service policies and practices are administered and delivered, e.g., Personnel Office, Program Development Bureau, Field Operations Section, etc.

Location/Office Code

Location: The address, room numbers, and telephone numbers of the locations where the department's service policies and practices are administered.

Office Code: The number applied by the department to identify each facility administering its employment and service policies and practices.

Surveyor: The name, address and telephone number of the person who evaluated the architectural accessibility at a given location.

Summary of Major Tasks: The activities performed by the surveyor to evaluate the architectural accessibility at a given location.

Form 10 - Summary Report on Evaluation of Architectural Access of Facilities, continued

PART B. SUMMARY OF FINDINGS

This part provides a summary of the recommended modifications the department may make to ensure its facilities are accessible to persons with disabilities.

Category/Topic: The basic elements of the facilities used by the department that were reviewed for compliance with stated standards.

Office Code: The number applied by the department to identify each of the facilities administering and delivering its services to recipients and administering its employment policies and practices.

Description: A statement on the feature of a facility that does not comply with a stated standard.

Modification: A statement on the type of modification(s) appropriate to correct the deficiency.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

Estimated Time Frame: Date (month and year) that a modification will be completed.

Estimated Cost/Hours: The dollar cost and/or staff hours that must be expended to complete a modification.

PART C. SUMMARY OF EVALUATION

A brief narrative summary of the department's overall status with respect to compliance with facility access standards and requirements. This statement should include a description of major accessible and inaccessible areas in terms of approaches to facilities, public trafficked areas and internal program space, the most and least accessible areas, and the anticipated time frame for making needed modifications.

Form 10 - Summary Report on Evaluation of Architectural Access of Facilities - Completed Excerpt

Part A Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyor	Summary of Major Tasks
Administration Executive Office Personnel Office Management Information Office Internal Affairs	Sacramento - No. 1 718 7th St Sacramento Ca. 95814 (916) XXX-XXXX	P. Allen Terry Troy Rebecca Martinez Lois Pleas	Using the checklist on Facility Access and the Summary of Architectural Standards and Requirements November 1981 - evaluate Facility Approach and Public Traveled areas Coordinate with Space Management teams to obtain floor plans and diagrams to assess internal building areas.

Part B Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Timeframe	Estimated Cost/Hours
1. PARKING	No. 1	Insufficient number of accessible parking spaces allotted due to increase in staff and delivery of services over the past five years	1. Increase number of accessible parking spaces by three. Allocate spaces 2, 3 and 4 as accessible spaces. 2. Request and secure needed signage. 3. Advise Building Staff on accessible parking	B. Jones Building Maintenance	12/1 - 12/7/81	40 hrs

Form 10 - Summary Report on Evaluation of Architectural Access of Facilities - Completed Excerpt

Part c Summary of Evaluation

Briefly in narrative format summarize the results of the evaluation of facilities.

Time Frame, Sources and Method of Review

During November and December 1981, all 130 facilities used by the department were evaluated for architectural access. The architectural regulations of the Department of General Service, Office of State Architect were applied. The Summary of Architectural Standards and Requirements: November 1981 which is published by the Office of Statewide Compliance Coordination was used to identify architectural modifications.

This evaluation covered all twenty architectural accessment areas included in the regulations:

1. Alarms
2. Assembly / Performing areas
3. Controls and Operating Mechanisms
4. Doors
5. Drinking Fountains
6. Elevators / Lifts
7. Handrails / Hand grips
8. Hazard Warning
9. Parking
10. Passenger Loading / Unloading
11. Ramps
12. Route / Space
13. Seating and Work Surfaces
14. Signage
15. Stairs
16. Storage
17. Telephone / Public
18. Toilet and Bathing Facilities
19. Windows
20. Dwelling Units

A Sub-Committee on Architectural Accessibility performed the evaluations.

Members were selected on the basis of:

1.) knowledge of Department of General Services - Office of State Architect regulations and Federal Architectural regulations and Standards.

2) knowledge of Department of General Services - Space Manggement Policies and Practices

3) knowledge of Department of General Services-Space Mangement, Division policies and procedures

4) knowledge of and sensitivity to architectural access needs of persons with disabilities

5) representation of geographic areas in which the department have offices.

All members were provided special training in evaluating architectural access prior to performing the evaluation.

Committee members were:

Name / Title

Gene Shell, Business Services Officer } Sacramento District Office
Melanie Zincon NAB Inc.

Copies of the "November 1981, Checklist on Facility Access" were used to administer the evaluation

Summary of Review

The results of the evaluation indicated that 15 of the department's facilities are currently accessible and require no alterations to changes in facilities. Of the remaining 85 buildings, 50 have accessible facility approaches and public traveled areas; 35 are inaccessible.

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Form 10 - Summary Report on Evaluation of Architectural Access of Facilities - Completed Excerpt

Part C Summary of Evaluation, continued

Accessibility status by Program Element

Licensing and Registration

The Licensing and Registration program element is housed in 19 district branch offices located throughout California in areas which are close to large residential populations. All of the facilities are leased. Three of the branch offices are housed in buildings with other state departments, e.g., Department of Employment Development. The other sixteen facilities are occupied only by the department.

Over 80% of the district branch offices have approaches and entrances which are accessible. Least accessible are those in large metropolitan areas, including Sacramento, San Francisco, Los Angeles, and San Diego, and those in rural areas such as Palm Springs, Lake Tahoe, and Yuba City.

Most of the public traveled areas are inaccessible. Approximately 30% require minor modifications such as changing door handles and relocating furniture. Ten of the district offices have public traveled areas which are totally inaccessible.

Approximate Cost to achieve Accessibility

7000 Staff Hours

1.5 million dollars

Investigation & Enforcement

The Investigation and Enforcement program element is housed in the 19 district offices which also contain the Licensing and Registration Element. These offices are located throughout California in areas which are close to large populations.

Since the system of delivery services to licensees is typically indirect, i.e. since any architectural modifications to the licensing and registration element would affect this element, a cost estimate on architectural accessibility is not applicable

SUMMARY REPORT ON EVALUATION OF ARCHITECTURAL ACCESS OF FACILITIES

FORM 10

Agency	Department	Date / Address
Program Element/Unit		
Program Access Coordinator	Address	Telephone Number

Part A Summary of Program Elements, Locations and Surveyors

Program Element/Unit	Location/Office Code	Surveyor	Summary of Major Tasks

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Form 10 - Summary Report on Evaluation of Architectural Access of Facilities, continued

Part B Summary of Findings

Category/Topic	Office Code	Description	Modification	Staff Responsible	Estimated Timeframe	Estimated Cost/Hours

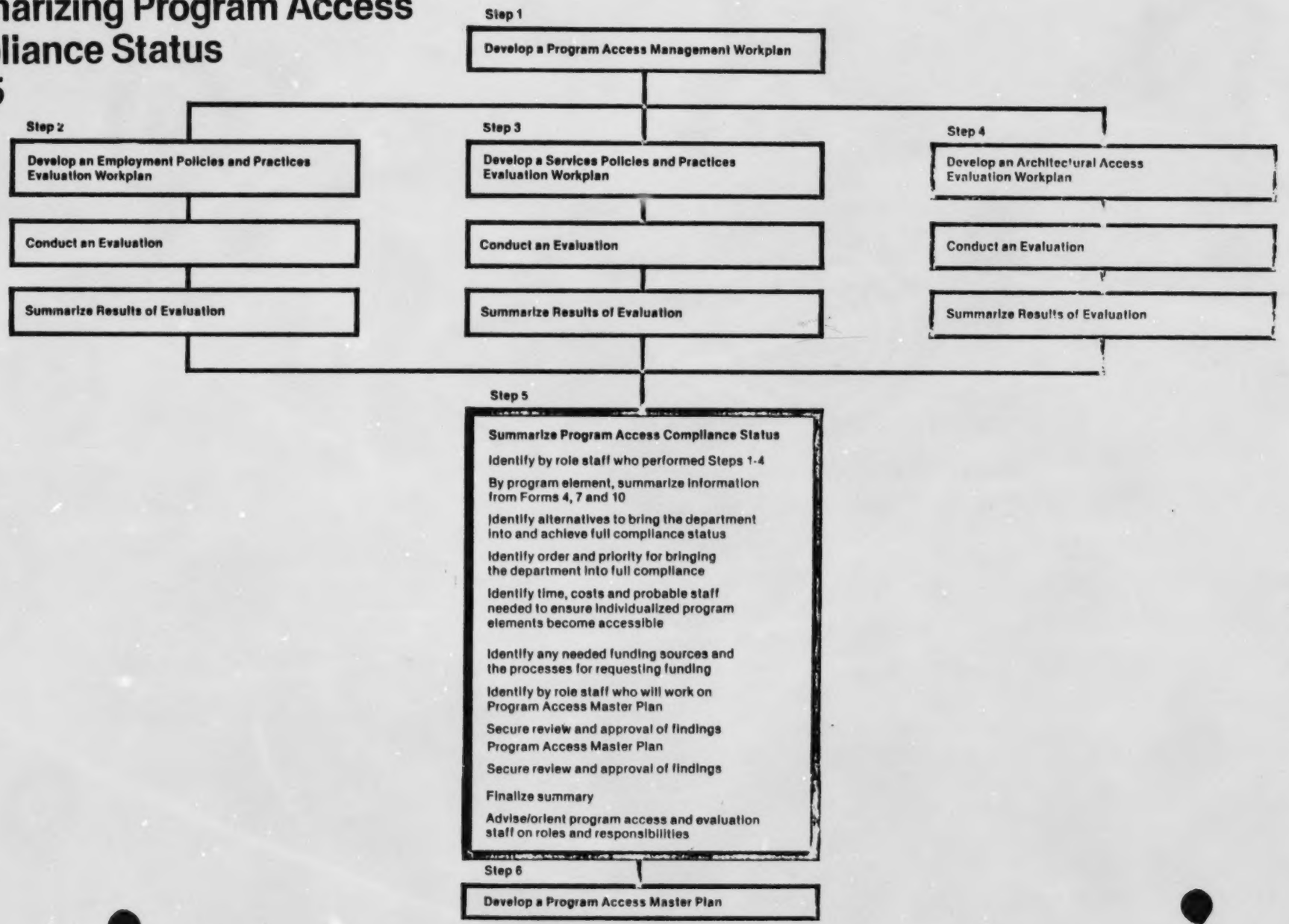
Form 10 - Summary Report on Evaluation of Architectural Access of Facilities, continued

Part C Summary of Evaluation

Briefly in narrative format summarize the results of the evaluation of facilities.

Section VI
Summary of Program Access Compliance Status

Summarizing Program Access Compliance Status Step 5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Summarize Results of Evaluation
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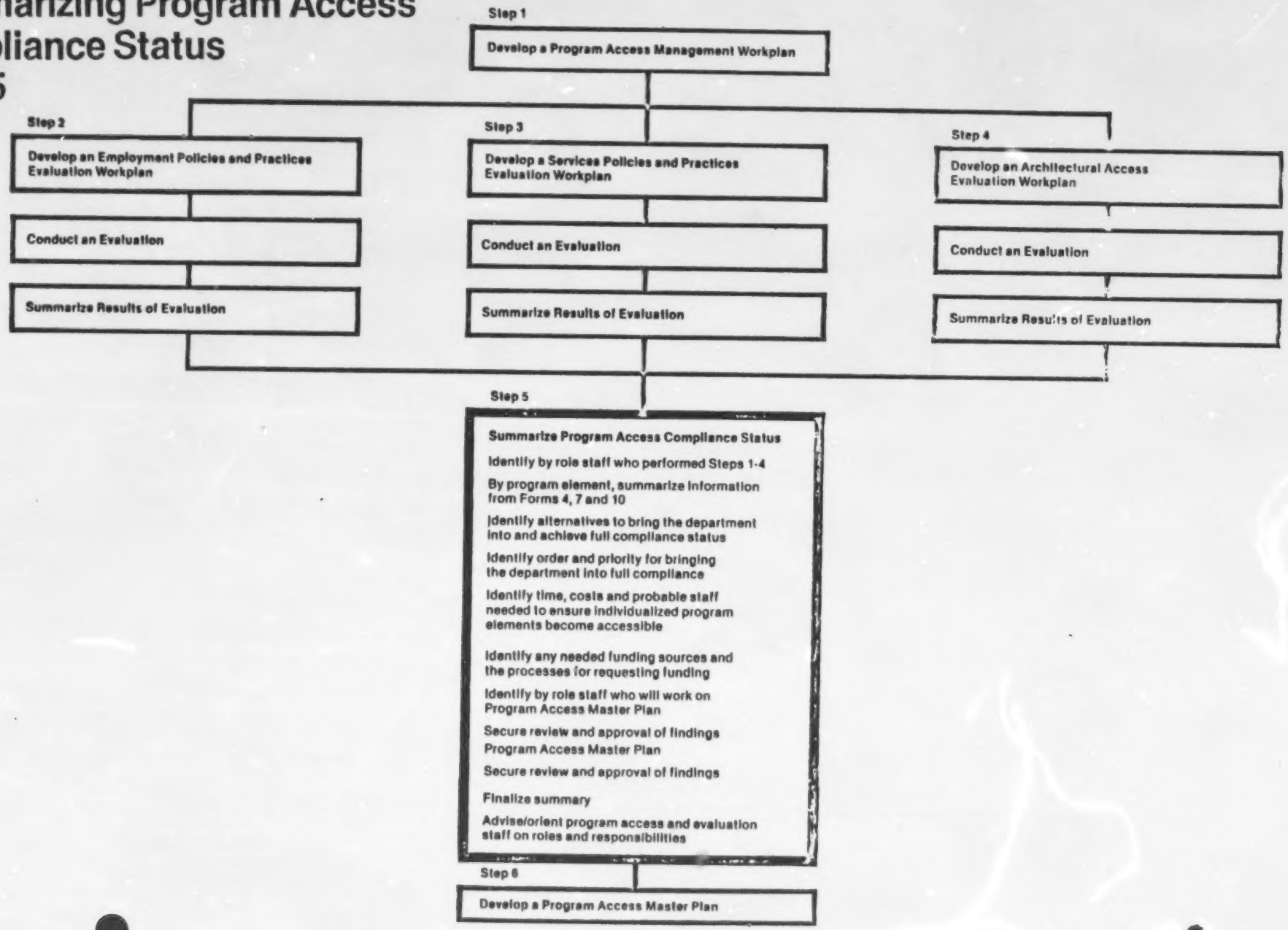
Conduct an Evaluation
Summarize Results of Evaluation
Step 4
Develop an Architectural Access Evaluation Workplan
Conduct an Evaluation
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Identify by role staff who performed Steps 1-4
By program element, summarize information from Forms 4, 7 and 10
Identify alternatives to bring the department into and achieve full compliance status
Identify order and priority for bringing the department into full compliance
Identify time, costs and probable staff needed to ensure individualized program elements become accessible
Identify any needed funding sources and the processes for requesting funding
Identify by role staff who will work on Program Access Master Plan
Secure review and approval of findings
Program Access Master Plan
Secure review and approval of findings
Finalize summary
Advise/orient program access and evaluation staff on roles and responsibilities
Step 6
Develop a Program Access Master Plan

SUMMARY OF PROGRAM ACCESS COMPLIANCE STATUS

FORM 11

Summarizing Program Access Compliance Status Step 5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Identify order and priority for bringing the department into full compliance
Identify time, costs and probable staff needed to ensure individualized program elements become accessible
Identify any needed funding sources and the processes for requesting funding
Identify by role staff who will work on Program Access Master Plan
Secure review and approval of findings
Program Access Master Plan
Secure review and approval of findings
Finalize summary
Advise/orient program access and evaluation staff on roles and responsibilities
Step 6
Develop a Program Access Master Plan

SUMMARY OF DEPARTMENT PROGRAM ACCESS

FORM 11

INSTRUCTIONS

This form is designed to assist in summarizing the overall level and quality of the department's program accessibility. It utilizes the information recorded on Form 4, Summary Report on the Evaluation of Employment Policies and Practices, Form 7, Summary Report on Evaluation of Service Policies and Practices, and Form 10, Summary Report on Evaluation of Architectural Access of Facilities. These forms are included in the Program Access Master Planning Guide, which is available from the Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916) 323-6975 (voice or TDD). Form 11 is divided into three main parts, Part A - 1. Summary of Program Access Planners, Evaluators, Preparers and Advisors, Part B - Summary by Program Element/Unit of Department's Compliance Status, and Part C - Summary of Evaluations.

Date: The date (month, day, year) the form is completed.

Department: The name and address of the department.

Program Access Coordinator: The name, address, and telephone number of the person responsible for directing and coordinating the evaluation of department's policies and practices and preparation of a plan to achieve full program accessibility.

Form Preparer: The name, address, and telephone number of the person preparing this form.

PART A SUMMARY OF PROGRAM ACCESS

1. List names and address of organizations and individuals who assisted in the process of planning and evaluating the department's program accessibility. Identify the role of each in the planning process.

2. List the names, addresses and roles of individuals who will assist in the preparation of the department's Program Access Master Plan.

PART B SUMMARY BY PROGRAM ELEMENT/UNIT OF THE DEPARTMENT'S COMPLIANCE STATUS

Program Element/Unit:

Program Element: The program element is the major, essential, and/or fundamental program component through which the department fulfills its mission, e.g., Administration, Licensing/Registration, Enforcement, Compliance, Planning and Coordination, etc.

Program Unit: The program unit refers to those program subcomponents that are within a given program element.

Location Code: Address of facility where the program element is administered and the number applied by the department to identify the facility.

Form 11 - Summary of Department Program Access, continued

Current Program Access Status: A brief narrative summary of the overall level of accessibility within each program element. This summary should include a description of the major access issues, the priority of addressing the deficiences, and the anticipated time frame for achieving full access within each program element.

The following criteria may be used to determine the priority order for addressing access deficiencies.

The current overall accessibility of the program element.

The relative importance of the respective program element to the fulfillment of the department's mission.

Dates facilities constructed; dates of scheduled alterations; dates of lease renewals; public or private ownership of facilities; overall percent of state occupancy.

Numbers of persons employed and service recipients served within the respective program element.

Service Delivery System used within the particular program elements.

The relative effect a specific modification and the expenditure for it will have on the whole of the department's program accessibility.

Employment: List the categories and topics of employment administration policies or practices that need to be modified.

Service: List the categories and topics of service provision policies and practices that need to be modified.

Facilities: List the categories and topics of facility access areas that need to be modified.

Modifications: Directly across from a specific topic state the major steps that need to be taken to correct the deficiency.

The following criteria are examples of appropriate modifications that will assist the transition of program elements into full accessibility status.

Redesign of equipment, equipment arrangements
Reassignment of classes or services to accessible sites
Assignment of aids; provision of assistive devices
Home visits; mobile delivery systems
Alterations to existing facilities
Construction of new facilities
Provision of support services assistants
Revision of existing department policies
Development of new policies
Redesign of applicable forms

Estimated Time Frame: The date (month, day, year) that a modification will be completed.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

Cost/Hours/Budget Schedule:

Cost/Hours: The dollar cost/or number of staff hours that must be expended to complete a modification.

Budget Schedule: The number of the Budget Schedule and the Budget year the needed funds will be appropriated.

PART C SUMMARY OF EVALUATION

This part is to provide a summary on the results of the department's compliance status. Information on the timeframe of evaluations and the evaluation methodology should be included. Also, if applicable, state the estimated time schedule and staff hours or members needed to accomplish all proposed modifications to achieve program accessibility.

Form 11 - Summary of Department Program Access - Completed Excerpt

PART A - Summary of Program Access Planners, Evaluators, Preparers and Advisors

Organization/Individual's Name/Address	Role
1. Program Access Planners and Evaluators a. Department Program Access Committee 1. Jane Doe, NORCA Center on Deafness, 2021 B Street, Sacramento, Ca. 95819, (916) xxx-xxxx 2. Robert Johnson, Resources for Independent Living, 1355 Fifth Avenue, Code, Ca. 98111, (916) xxx-xxxx 3. John Smith, General Policy Foundation, 601 Capitol Avenue, Sacramento Ca 95814, (916) xxx-xxxx 4. Bob Bennett, XYZ Department Licensing and Enforcement, 1010 H Street, Sacramento Ca 95814, (916) xxx-xxxx	Assisted in planning evaluation processes; Performed evaluations on service & employment policies and practices and on Architectural Accessibility of facilities; advised of possible methods to achieve cost effective program accessibility.
2. Program Access Advisors a. Office of Statewide Compliance Coordination, 915 Capitol Mall, Room 235, Sacramento, Calif. 95814	

PART B Summary by Program Element/Unit of the Department's Compliance Status

Program Element/Unit	Location Code	Current Program Element Access Status	Employment	Services	Facilities	Modifications	Estim. Time-Frame	Staff Resp.	Cost/ Hours/ Budget/ Schedule
Administration	Na 1	The Administration Element is currently the most accessible of the department's 7 program elements	Recruitment Notifications			1. Prepare and send "notice to employee referral agencies.	9/30/81-10/1/81	Jackson	2.5 hour
						2. Prepare and send a policy memo to district offices re statement of non-discrimination on announcements		R. O.	
Personnel Office	Room 210	The most accessible components are employment and facilities. While the facility approach and main involved areas are 80% accessible, internal office space within the Fiscal Office, Central Files, Management Information Unit, require modifications. However, each of these units employs less than 10% of the Department's staff. Has a new employee hire rate of only five persons annually and serves less than 20% of office staff and service recipients through direct contact within the facilities. In addition, the headquarters office was constructed before August 12, 1968; consequently structural modifications to provide access are not required at this time unless program access cannot be provided by any other methods.	Job Announcements	Relations with recipients Communications System		1. Install TDD at headquarters	9/81	Jack Clay	10 hrs $ 0.00 83 60 1981-82
Fiscal Office	Room 214 (a, b, c)					2. Advise staff and recipients of availability.			
Executive Office	Room 212 213, 214					3. Train staff in use			
Administrative Support Service	Room 215 (a, b, c)						10/81		3 hrs $ 112.31 83 12 1982-83
Central Files	Room 215 216, 210				Facilities Facility Approach	1. Provide 1 parking space for clients with disabilities		T. Harris Building Manager	
Management Information	Room 220								

rm 11 - Summary of Department Program Access - Completed Excerpt

Part C Summary of Evaluation

Briefly in narrative format summarize the results of the evaluation

Time Frame/Sources and Methods of Review

During June through November 1981, the fair and equal access and treatment to persons with disabilities was evaluated by the seven major department program elements. department policies and practices in employment, services and architectural access of facilities were reviewed. The seven Department program elements are Administration, Licensing and Registration, Investigation and Enforcement, Community Affairs, Research and Policy Development, Titling and Certification, and Appeals.

The Program Access Master Planning Guide, prepared by the Office of Statewide Compliance Coordination was used to plan, organize and perform all needed evaluations. The following forms with modifications were used to evaluate non-discrimination in provision of services, employment and architectural access to facilities.

April 1981 Checklist on Employment Policies and Practices
June 1981 Checklist on Service policies and Practices
October 1981 Checklist on Facility Access

These standardized checklists were administered by a committee of the department staff. The results of the checklists were then collected into this report, the summary of Program Access Compliance Status. The results were re-evaluated, ie. reviewed for accuracy of estimated modifications, costs or required actions by department staff, other state departments and reviewed by individuals representing organizations concerned with the employment and access to state employment, services and facilities by persons with disabilities.

Summary of Review

The results of this evaluation indicated not one of the department's major program elements is currently fully accessible to people with disabilities.

The current order of access is as follows:

Administration	60%	accessible
Licensing and Registration	30%	accessible
Community Affairs	75%	accessible
Research and Policy Development	40%	accessible
Investigation & Enforcement	70%	accessible
Titling and Certification	90%	accessible
Appeals	80%	accessible

These percentages represent consideration of . . . . . .

It is estimated these modifications will require involvement of _____ staff members and approximately _____ months to develop and finalize policy and/or architectural modifications, receive department and other state entities approval, and accomplish all approved modifications.

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SUMMARY OF DEPARTMENT PROGRAM ACCESS

FORM 11

Agency			Program Access Coordinator	Address	Date / Telephone Number
Department	Address	Telephone Number	Form Preparer	Address	Telephone Number

PART A Summary Program Access of the Planners, Evaluators, Preparers, Advisors

Name/Address of Organization/Individual	Role

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Form 11 - Summary of Department Program Access

PART B Summary by Element of the Department's Compliance Status

Program Element/ Unit	Location Code	Current Program Element Access Status	Employ- ment	Service	Facili- ties	Modification	Estim. Time Frame	Staff Resp.	Cost/ Hours/ Budget Schedule

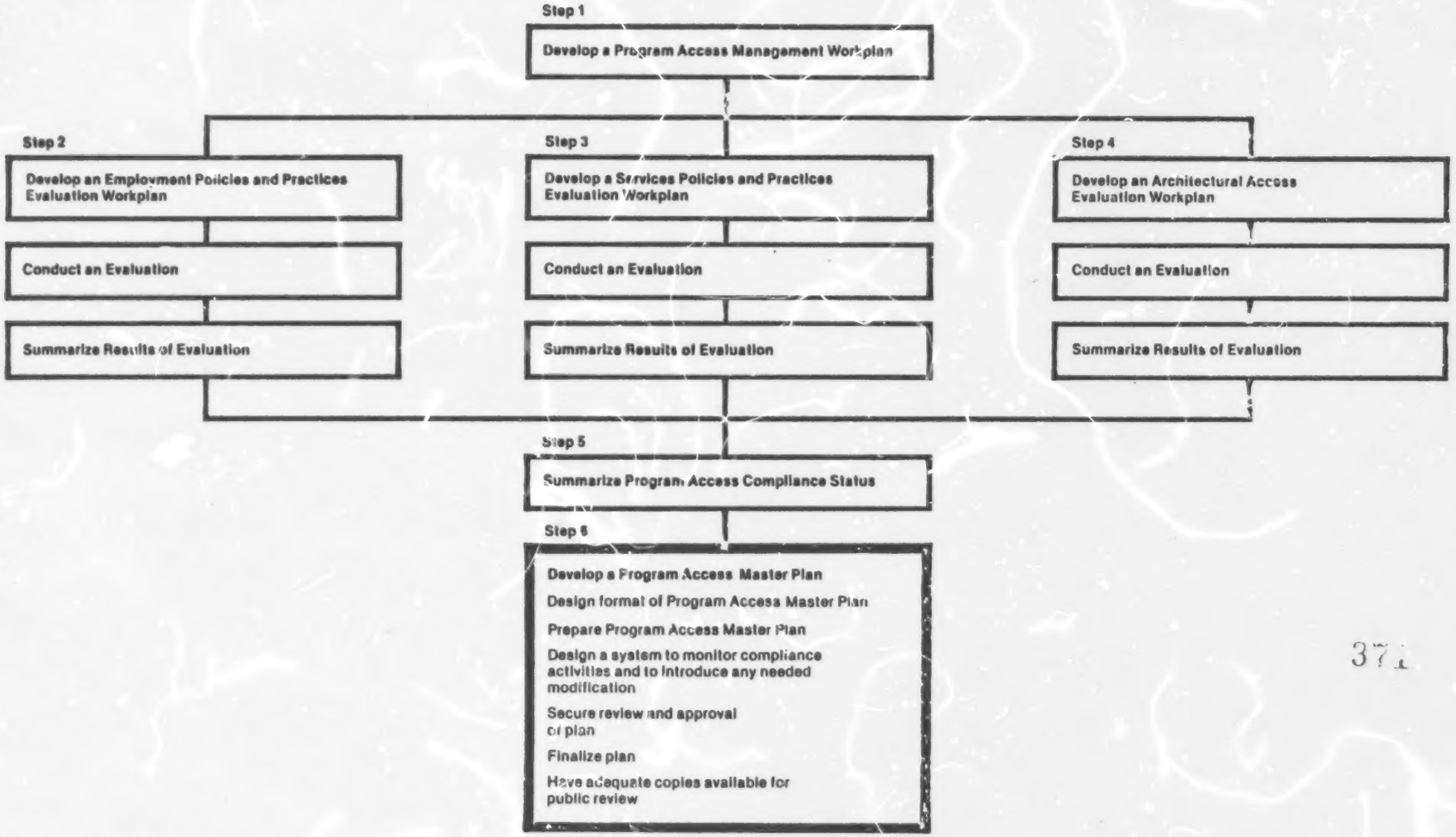
Form 11 - Summary of Department Program Access, continued

PART C Summary of Evaluations

Briefly in narrative format summarize the results of the evaluation

Section VII
Program Access Master Plan

Developing a Program Access Master Plan
Step 6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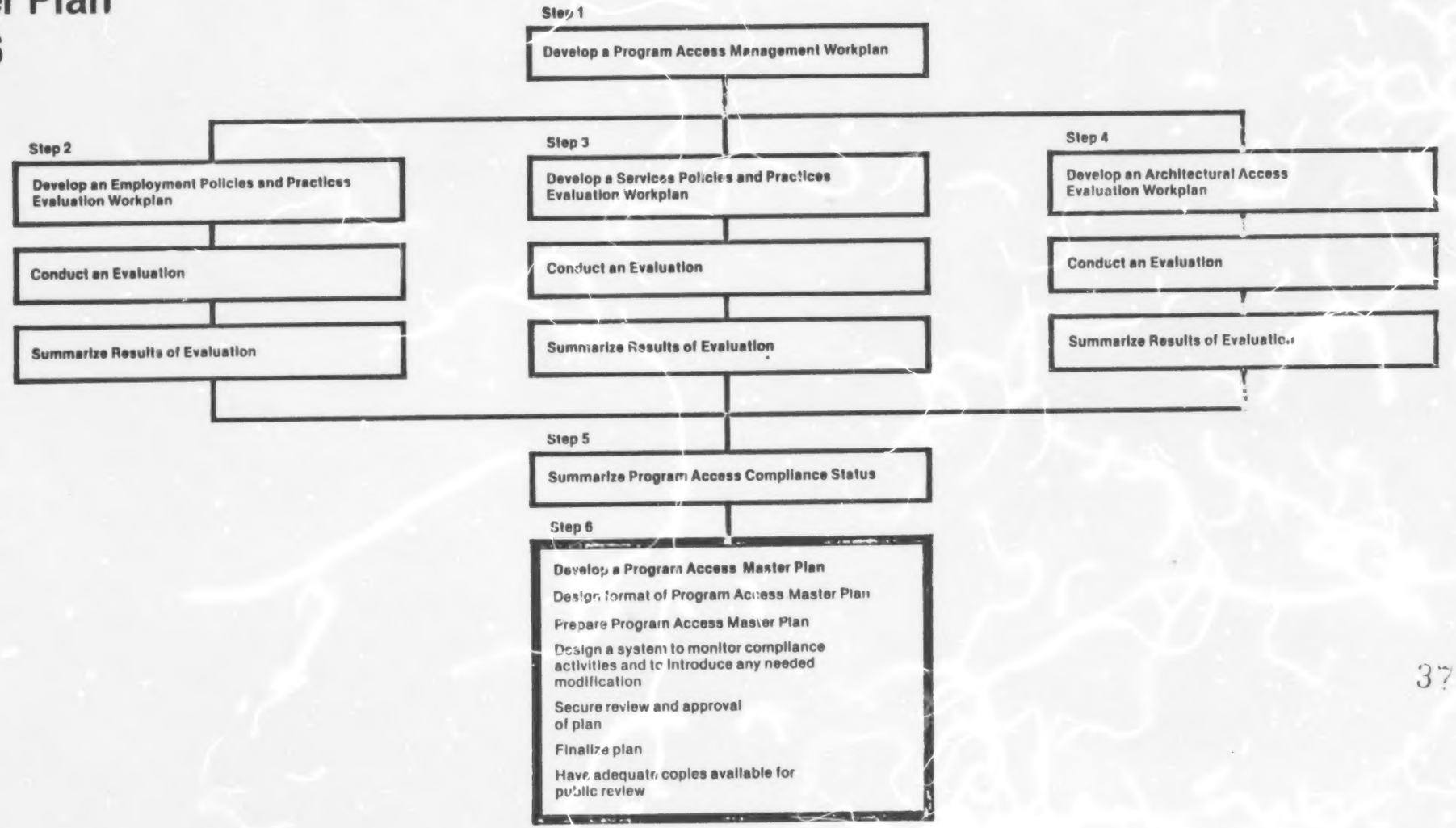
Summarize Results of Evaluation
Step 5
Summarize Program Access Compliance Status
Step 6
Develop a Program Access Master Plan
Design format of Program Access Master Plan
Prepare Program Access Master Plan
Design a system to monitor compliance activities and to introduce any needed modification
Secure review and approval of plan
Finalize plan
Have adequate copies available for public review

PROGRAM ACCESS MASTER PLAN

FORM 12

Developing a Program Access Master Plan
Step 6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Secure review and approval of plan
Finalize plan
Have adequate copies available for public review

PROGRAM ACCESS MASTER PLAN

FORM 12

INSTRUCTIONS

The Program Access Master Plan - Form 12 is a comprehensive plan which identifies by major department program elements, the policies and practices and architectural features that are to be adjusted in order to ensure equitable treatment and opportunity for persons with disabilities. Form 12 is designed as an example of the format and content of a Program Access Master Plan. It is demonstrative of the essential information required to be within a plan. The form has three main parts: Part A, Introduction; Part B, Department Program Access Status; and Part C, Plan for Bringing the Department into Compliance Status.

The plan, when completed and approved is to be available for public review.

Title Page: Form title, department name and address. Indicate where the plan will be available for public review.

PART A INTRODUCTION

1. Acknowledgements: List the names and roles of organizations and individuals who served as planners, evaluators, and advisors and preparers of the department's Program Access Master Plan.

2. Mission of Department: Describe the mission of the department, major program elements, the employee and service populations, and methods of providing services. Include a statement on the department's policy on non-discrimination of the disabled.

3. Purpose of Plan: Describe the goal and objective of this plan. State what the fulfillment of this plan is to achieve and within what timeframe.

4. Legal Mandates: List the significant federal and state laws, rules, and policies consulted to ensure the Master Plan will achieve compliance status. Identify the federal departments that historically provide financial assistance to the department; identify the architectural standards and requirements followed in evaluating the compliance status, and that will be used in effecting any needed modifications to existing facilities.

5. Program Access Planning Process: Describe the processes used in planning and assessing the department's overall program accessibility needs.

PART B DEPARTMENT PROGRAM ACCESS STATUS

Describe the current compliance status of the department in terms of providing equal opportunity and access to qualified persons with disabilities according to the following criteria:

The current overall accessibility of the program element.

The relative importance of the respective program element to the fulfillment of the department's mission.

Dates facilities constructed; dates of scheduled alterations; dates of lease renewals; public or private ownership of facilities; overall percent of state occupancy.

Form 12 - Program Access Master Plan, continued

Numbers of persons employed and service recipients served within the respective program element.

Service Delivery System used within the particular program elements.

The relative effect a specific modification and the expenditure for it will have on the whole of the department's program accessibility.

PART C PLAN FOR TRANSITIONING INTO FULL COMPLIANCE STATUS

1. Transition Process: Describe the process and timeframe the department will follow in transitioning into full compliance status. Describe the criteria considered in determining the most appropriate modifications.

2. Transition Plan:

Program Element/Unit: The program element is the major, essential and/or fundamental program component through which the department fulfills its mission, e.g., Administration, Licensing/Registration, Enforcement, Compliance, Planning and Coordination. The program unit refers to those program subcomponents that are within a given program element.

Location/Office Code: Address of facility where the program element is located and the number applied by the department to identify the facility.

Modifications: A statement of the type of modifications(s) that would be appropriate to correct the deficiency. The following criteria are examples of appropriate modifications that will assist in the transition of program elements into full accessibility status.

Redesign of equipment, equipment arrangements
Reassignment of classes or services to accessible sites
Assignment of aids; provision of assistive devices
Home visits; mobile delivery systems
Alterations to existing facilities
Construction of new facilities
Provision of support services assistants
Revision of existing department policies, development of new policies
Redesign of applicable forms

Estimated Time Frame: The date (month, day, year) that a modification will be completed.

Staff Responsible: The person(s) responsible to ensure completion of the steps noted in the modification column.

Cost/Hours/Budget Schedule:

Cost/Hours: The dollar cost or staff hours that must be expended to complete a modification.

Budget Schedule: The number of the Budget Schedule and the Budget year that needed funds will be appropriated and/or expended.

Form 12 - Program Access Master Plan - Completed Excerpt

PROGRAM ACCESS MASTER PLAN

DEPARTMENT OF XYZ

718 K Street
Sacramento, CA 95015
(916) xxx-xxxx (voice or TDD)

(DATE)

State of California, November, 1991. This publication is available for public review at the Information Desk Department of XYZ, 718 K Street, Suite 200, Sacramento, CA 95015, (916) xxx-xxxx (voice or TDD).

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Form 12 - Program Access Master Plan, continued

REFERENCES

The regulations of those federal departments that historically have provided funding to the department.

State Administrative Manual

Department Budget

Governor's Budget

Legislative Analyst Budget

Department Administrative Manual

"Key Federal Regulations Affecting the Handicapped 1977-1978," U.S. Department of Health and Human Services, Office of Human Development Services, Office of Handicapped Individuals, Washington, D.C. 20201, HHS Publication No. (ONDS) 80-22008, November 1979.

TECHNICAL ASSISTANCE

Department Administrative Office

Department Budget Office

Department Business Services Office

Program Access Advisory Committee

Office of Statewide Compliance Coordination
915 Capitol Mall, Room 235
Sacramento, CA 95814
(916) 323-6975 (voice or TDD)

Department of General Services
Space Management Division
Office of State Architect - Handicapped Compliance Unit

Department of Rehabilitation,
Mobility Barriers Section
ABLEDATA Center

Department of Finance

State Personnel Board

Fair Employment and Housing Commission

FORM 12 - Program Access Master Plan - Completed Excerpt

PART A INTRODUCTION

1. ACKNOWLEDGEMENTS

This plan was prepared with the assistance of numerous department staff, state government agencies, public and private organizations, and individuals. Sincere appreciation is expressed to those who provided project information, assistance and support.

A. Department of XYZ, Program Access Coordinator (insert name)
Provided project leadership and direction to ensure a program access master plan that complies with federal and state requirements.

B. Program Access Advisory Committee
Provided advice during the department's evaluation of compliance status and preparation of the program access master plan.

(insert names, titles, and organizational affiliations)

1. Employment Access Surveyors
Evaluated the department's employment policies and practices.

*(insert names)

2. Service Access Surveyors
Evaluated the department's service policies and practices.

*(insert names)

3. Facility Access Surveyors
Evaluated the department's facilities.

*(insert names)

C. Technical Assistance Consultants

Provided knowledge and advice regarding policies, procedures, regulations and requirements in a variety of areas relating to the preparation of the program access master plan.

Office of Statewide Compliance Coordination (insert names and titles)
Department of Finance
Department of General Services
Space Management
Office of State Architect
State Personnel Board
Department of Rehabilitation
Housing and Community Development
Fair Employment and Housing

D. Program Access Master Plan Preparation Committee
Assisted the program access coordinator with the development of the department's program access master plan.

(insert names, titles, and organizations)

*Indicates access survey chairperson

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PART A INTRODUCTION

I. MISSION OF DEPARTMENT/POLICY TOWARD NON-DISCRIMINATION OF QUALIFIED PERSONS WITH DISABILITIES

A. Department Mission

The Department of XTB missions to:

- License owners and manufacture of amphibious vehicles
- ensure compliance with federal and state regulations concerning the operation and manufacture of amphibious vehicles

The major objectives of the department are to.

- protect public interest by identifying ownership through the process of vehicle registration
- promote safety on highways and waterways by licensing and controlling drivers.
- to provide public protection by licensing and regulating occupations and businesses related to the manufacture, transporting, sale and disposal of amphibious vehicles, and
- to the instruction of drivers in the safe operation on highways and waterways

The program elements through which this mission is accomplished are:

Administration - This program element is responsible for the overall administration of department activities and performs general administrative staff service training, statistical analysis, data processing and office services. Offices included in this element are Executive Personnel, Staff Training, Management Information and Administrative Support Services.

Licensing and Registration - This element issues license, determines ownership of vehicles, collects registration documents and fee, and administers tests to determine fitness and skills to safely operate vehicles. Offices included in this element are Examination, Registration, and Licensing.

Investigation and Enforcement - The Investigation and Enforcement element investigates the regulatory compliance status of manufacturers, wholesalers and retailers cites violations, initiates and recommend actions in the suspension or revocation of licenses to manufacturers, transporters, sellers and operators of amphibious vehicals.

Appeals - This element adjudicates appeals from applicants regarding Department citations and refusal to issue license or register vehicles.

Research and Policy Development - This element researches solutions to address environments concerns generated by the manufacturing, transporting, selling and operating of amphibious vehicles; starting in 1990 and once every three years thereafter prepares a "Statewide Statewide Motor Vehicles Plan" develops and tests for environmental pollution

Titling and Certification - The Titling and Certification element issues certificates of compliance to out of state manufactures of amphibious vehicles and for manufacturers of component parts.

Community affairs - The community affairs program element provides technical consulting assistance and special project planning commissions concerned about environmental issues relating to the operation of amphibious vehicles. The offices within this element include Economic Development and Community Relations and Promotion

The Department authority is derived from the State Constitution, Article XXXX, Section 1, Title 2, Division 3, Part 3, General Chapter 1-5.

B. Department Policy on Non-Discrimination of Qualified Persons with Disabilities.

It is the policy of the Department of XTB to make its programs and activities accessible to applicants, candidates and recipients of services and applicants, candidates, employees without regard to race, color, religion, marital status, sex, age, national origin, ancestry disability or sexual preference. The department assures and certifies compliance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the 1972 Education Amendment Section 504 of the Rehabilitation Act, and State Government Code Sections 11135 - 11139.

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PART A INTRODUCTION

3. PURPOSE OF PLAN

The purpose of this Program Access Master Plan is to establish a systematic plan that complies with federal and state laws and policies on non-discrimination and accessibility to state programs and activities by people with disabilities.

This plan was developed by department staff with the assistance of numerous interested persons including applicants, candidates and recipients of department services, persons with disabilities and representatives of organizations representing issues and concerns of disabled persons.

This plan represents the most cost effective and efficient means to ensure department programs are offered in the most integrated setting appropriate to obtain full benefits from the programs.

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Part A - INTRODUCTION:

1. LEGAL MANDATES

In order to ensure the plan meets state and federal laws and policies on non-discrimination and fair treatment in provision of program access to persons with disabilities, the following legal mandates were referred to in the development of this plan.

A. Federal Laws, Guidelines, and Policies

1) Federal Rehabilitation Act 1973, Sections 503 and 504.

2) Federal Departments Regulations on Effecting Implementation and compliance with Section 504:

Health and Human Services Department Regulations, FR v 42, No 80, 5/4/70 45 C FR 84;

Treasury Department, FR v 44, No 106 5/31/70, 49 CFR 27;

Veterans Administration FR v 45, No 181, 9/26/80, 38 CFR 18

(The above federal departments are those from which the department historically receives financial assistance.)

3) U.S. Architectural and Transportation Barriers Compliance Board January 6 1981 publication A Guidebook to: The Minimum Federal Guidelines and Requirements for Accessibility Design.

B. State Laws, Guidelines and Policies

1) California State Government Code Section 11135 through 11139.5, Article 9.5, Health and Welfare Code

2) California State Government Code Sections

a) 4450 - 4458, Chapter 7, Department of General Services, Office of State Architect.

b) 19955 - 19959 Division 13, Part 5.3 Health and Safety Code

c) Part 2, Title 24 California State Building Code, Department of General Services, Office of State Architect.

(The Department of General Services, Space Management Division and office of State Architect provided interpretation and review of all plan items concerning federal and state architectural regulations)

4) California State Government Code Sections 19230 - 19237, Article 9. State Personnel Laws and Rules.

(The State Personnel Board provided interpretation and review of all plan items concerning the state civil service merit system.

5) Office of Statewide Compliance Coordination. Statewide Guidlines on Programs and Services with Disabilities.

6) California Administrative Code Section 17928, Chapter 4.5, Health and Safety Code

C. Other

California Uniform Building Code, 1979

Architectural Standards and Guidelines of the American National Standards Institute, 1980

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Part A - INTRODUCTION

5. Program Access Planning Process

From April to December 1981, the Department evaluated its employment and service policies and practices as well as its architectural accessibility to identify if any programs and activities were inaccessible to persons with disabilities. The evaluations were performed by department and other state department persons and a Program Access Advisory Committee (PAC) composed of persons from the community with disabilities and persons who represented organizations aware of the concerns of persons with disabilities. The PAC provided advice on the types of modification and the order that should be followed in making needed adjustments to the department's current program accessibility status. Those state departments having interrelating responsibilities for reviewing, approving or authorizing specific modifications were consulted and each reviewed its respective area of concern.[1]

The evaluation of the department access status and preparation of this plan complied with the process outlined in the Program Access Master Planning Guide, published by the Office of Statewide Compliance Coordination.

The plan represents a systemmatic, cost effective method to achieve full program accessibility. It includes intermediary measures that will need to be implemented in order to ensure persons with disabilities will obtain non-discriminatory and fair treatment during the period within which major steps of the plan are initiated and completed.

1. The State Personnel Board and Department of Personnel Administration revied proposed personnel related modifications that involved those activities that the department contracts with other agencies for.

The Department of General Services Space Management reviewed and tenatively approved the proposed architectural modifications, lease change and reallocation of department used space.

The Office of Statewide Compliance Coordination reviewed this entire Master Plan prior to its publication.

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PROGRAM ACCESS MASTER PLAN

FORM 12

Agency			Prepared by	Address	Telephone No
Department	Address	Telephone No.	Program Access Coordinator	Address	Telephone No
Approved by (name/title)					

Date

Part A. INTRODUCTION

1. ACKNOWLEDGEMENTS

PART A INTRODUCTION (continued)

2. MISSION OF DEPARTMENT/POLICY TOWARD NON-DISCRIMINATION OF QUALIFIED PERSONS WITH DISABILITIE

3. PURPOSE OF THIS PLAN

Part A - INTRODUCTION, (continued)

4. LEGAL MANDATES

5. PROGRAM ACCESS PLANNING PROCESS

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Part B - DEPARTMENT PROGRAM ACCESS STATUS

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Section C - PLAN FOR TRASITIONING INTO FULL COMPLIANCE STATUS

1. Transition Process

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PART C PLAN FOR BRINGING THE DEPARTMENT INTO COMPLIANCE STATUS

2. Transition Plan

PROGRAM ELEMENT/UNIT	LOCATION OFFICE CODE	MODIFICATION	TIMEFRAME	STAFF RESPONSIBLE	COST/HOURS/ BUDGET SCHEDULE

400

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